MEMO TO: THE HONORABLE MARK SANFORD, Governor of South Carolina, to the Honorable Members of the General Assembly, and the citizens of South Carolina

Despite massive budget reductions, the State Library continues to serve as a major and essential information resource for all of its key customers. The year began with a budget 5.85% less than the FY 2002 adjusted base. It was further reduced by 5% in December 2002 and by 3.73% in February 2003. For the year, the Library's budget was reduced by a total of 14.58%. Since the State Library was already operating with an inadequate budget, these reductions had a significant and immediate negative impact on staffing and the agency's ability to maintain and expand existing programs and services. The agency has 50 authorized FTEs. At fiscal year end, the Library was operating with only 39 positions filled, 78% of authorized staffing. The agency continues to be placed in the position of having to rely too heavily on federal funds for basic operations.

Nevertheless, the agency continues to make every effort to provide quality services to the citizens of the state.   Highlights of the year's accomplishments include:
- Continued to enhance and support DISCUS—South Carolina's Virtual Library. South Carolina residents obtained over 5.4 million items through DISCUS, a 19% increase over the previous FY. Without DISCUS, schools and libraries would have to pay over $24 million to provide these online information resources for their users. DISCUS achieved an annual cost efficiency of over $22 million—a noteworthy value in these tight economic times
- Improved service to state employees through online "What's New" with links to online information and through access to databases from office or home
- Provided leadership role in promoting web accessibility for individuals with blindness and other physical disabilities
- Cooperated with other State Libraries to garner Congressional support for reauthorization of Library Services and Technology Act (LSTA)

- Administered LSTA funds and targeted distribution of $728,237 to local public libraries for automation upgrades, programs for children and youth, access for rural and other special populations, continuing education, etc.
- Developed and implemented online statistical data collection program for local public libraries
- Secured General Assembly support for FY 04 continued funding of public library technology aid with $1.5 million of the S.C. Education Lottery Act funds
- Obtained extension of the Bill and Melinda Gates Training Initiative to benefit public libraries serving citizens in economically depressed counties
- Published, distributed and promoted, under the auspices of the Palmetto Book Alliance (PBA), South Carolina's *"Literary Map"*; received Library of Congress designation of the PBA as state center for the book for three additional years
- Co-sponsored the "South Carolina Book Festival." Partnered with three other states (Alabama, Mississippi, and Georgia) for coordination of "2003 Books Ahoy" Summer Reading Program that attracted 78,205 South Carolina participants
- Created a public relations team to coordinate internal marketing efforts

TABLE OF CONTENTS

I.   ORGANIZATION AND OPERATIONS

Agency Legal Mandate/History

The South Carolina State Library is an independent state agency governed by a board of seven members appointed by the Governor, with one member from each Congressional District and one from the state at large. Members serve five-year terms and may be reappointed.

Title 60, Chapter 1 of the Code of Laws of South Carolina, provides statutory authority for the South Carolina State Library. Originally authorized in 1929 and known as the State Library Board, the public library extension agency was first funded in 1943. It was redesignated the South Carolina State Library with a broad range of responsibilities by Act 464 of 1969. The legislation was recodified, and Act 178 of 1985 authorized new functions.

The South Carolina State Library complies with all laws and regulations that govern the agency's central legal mandate. Additionally, it adheres to all federal guidelines and regulations that govern its Talking Book Services program. The State Library also administers Library Services and Technology Act Funds in accordance with established federal regulations and continues to serve as the Institute of Museum and Library Services administering agency for the State of South Carolina. There is also compliance with occupational safety and health rules and regulations adopted by the SC Department of Labor, Licensing and Regulation.

Strategic Plan: Mission/Vision/Values

The agency's Management Team (Director, Deputy Director, and Departmental Directors) sets, deploys, and communicates direction via a three-year strategic plan and an annual business plan. With input from staff and key external stakeholders, the State Library's management team develops the plan. The South Carolina State Library Board approves the plan.

The strategic plan is designed to inform stakeholders, provide guidance to the staff and establish priorities for the agency. Progress is monitored at semi-monthly Management Team meetings. The plans are posted on the agency intranet for staff access. Staff are kept informed of developments affecting the agency's operations and plans.

The   agency's   strategic   plan   is   available   on   the   Internet   at *www.state.sc.us/scsl/pubs/stplnind.html*.

I. ORGANIZATION AND OPERATIONS

Mission statement: *The South Carolina State Library's mission is to improve library services throughout the state and to ensure all citizens access to libraries and information resources adequate to meet their needs. The State Library supports libraries in meeting the informational, educational, cultural and recreational needs of the people of South Carolina.*

Vision statement: *The South Carolina State Library is a major leader in the planning and implementation of effective informational and library services for the people of South Carolina. It is a vital component of the State's information infrastructure.*

The agency's strategic plan is based on five core values (1) Quality, (2) Knowledge, (3) Freedom of Information, (4) Access to Information and (5) Equitable Treatment. The plan contains five strategic goals:

- *Strategic Goal A: Provide information resources and services to meet the needs of the people of South Carolina.*

- *Strategic Goal B: Provide statewide programs to support local library services.*

- *Strategic Goal C: Serve as the advocate for libraries in South Carolina.*

- *Strategic Goal D: Encourage cooperation among libraries of all types.*

- *Strategic Goal E: Continuously improve State Library operations and services.*

This report highlights the State Library's progress towards meeting these goals.

I. ORGANIZATION AND OPERATIONS

Organization Chart

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                          ┌─────────────┐
                          │  Governor   │
                          └──────┬──────┘
                          ┌──────┴──────┐
                          │State Library│
                          │    Board    │
                          └──────┬──────┘
                          ┌──────┴──────┐
                          │  Director   │
                          └──────┬──────┘
                          ┌──────┴──────┐
                          │Deputy       │
                          │Director     │
                          └──────┬──────┘
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Finance and Business Operations	Talking Book Services	Collection Management Services	Information Services	Library Development Services

| Network Services Unit | | | DISCUS Program | |
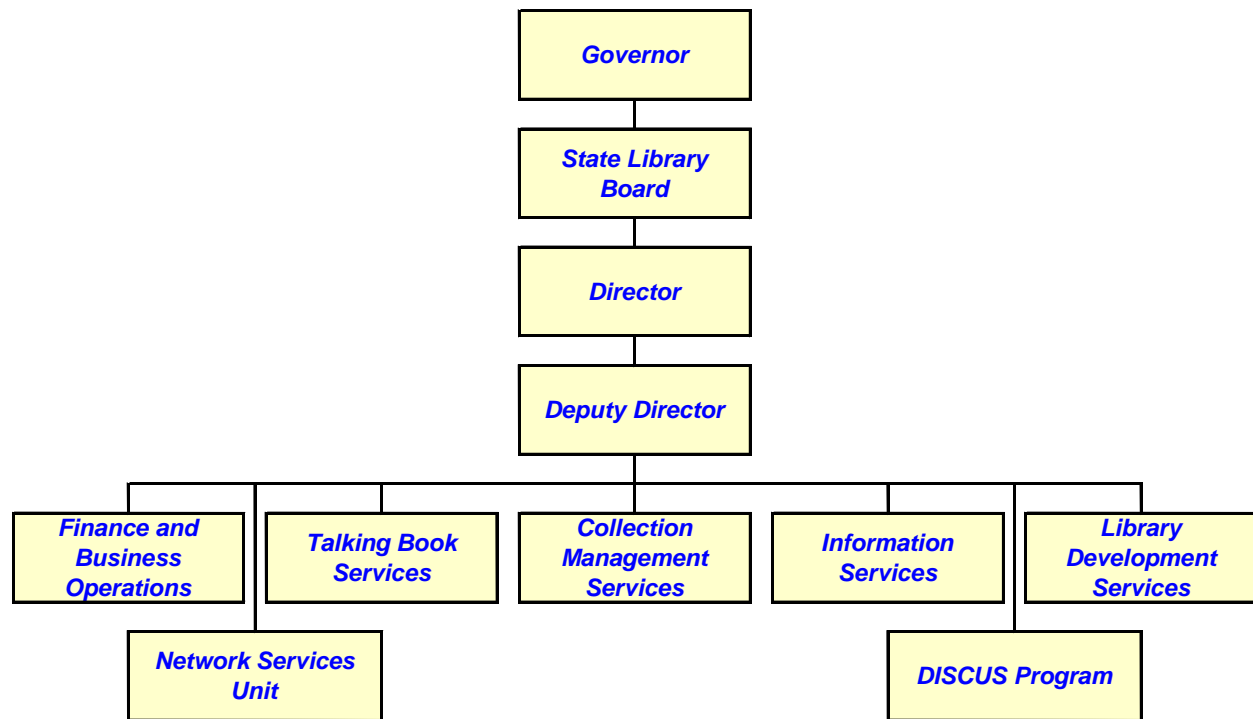
Organizational Structure/Agency Departments

The State Library has 50 authorized FTEs (39 state funded and 11 federally funded) to implement agency programs; however, due to budget reductions, at fiscal year end only 39 or 78% of these positions were filled. Eleven state funded positions remain unfilled.

The Director, appointed by and accountable to the Board of the South Carolina State Library, is responsible for the operation of the agency.

The Deputy Director oversees daily agency activities and works closely with the Director and the Management Team on all aspects of State Library programs and services. Major functions such as planning and state and federal grants management are concentrated at the administrative level, under the auspices of the Deputy Director, and include:

- Administering and coordinating Library Services and Technology Act (LSTA) and State Aid grant funds that support statewide public library services and programs that foster information sharing and accessibility
- Planning, monitoring and evaluating State Library programs, services, public relations and ensuring that the agency maintains an effective leadership role in the development of South Carolina libraries
- Coordinating state and federal reporting activities

ORGANIZATION AND OPERATIONS

Organizational Structure/Agency Departments (continued)

The State Library's organizational structure reflects a collaborative team management environment. Five departments coordinate and perform the necessary work that enables the agency to meet the goals and objectives of its Strategic Plan and to carry out its mission. Within this structure, two units function to provide support and services that cross all departmental lines and impact various customer groups. The following describes the library's departments, units, and key functions:

Information Services
- Provides research services to state government agencies, the General Assembly, the Office of the Governor, and to other elected officials
- Provides statewide reference and interlibrary loan service to supplement local library collections and services
- Provides orientation to the State Library and conducts seminars on accessing electronic information to state government agencies
- Coordinates the South Carolina State Documents Depository system
- Maintains and enhances the South Carolina State Library's web site to provide quick, organized access to information on State Library services, South Carolina State Government and to other electronic resources

DISCUS Program
- DISCUS—South Carolina's Virtual Library provides South Carolinians with equitable access to an electronic library of essential information sources

Talking Book Services
- Provides free library service to citizens of all ages unable to use conventional print due to blindness, reading disabilities, visual impairments, or temporary or permanent physical conditions that make holding books or turning pages difficult or impossible
- Provides reading materials (books and magazines) in special formats (recorded, large print, and Braille)
- Provides free loan of specialized talking book playback equipment
- Provides a descriptive video collection with secondary audio programming designed exclusively for people with blindness and low vision
- Provides an annual summer reading program for children with print disabilities
- Provides convenient "library at my door" delivery and return of materials through the free-matter U.S. Postal Service mailing system
- Provides on-site assistive technology computer workstations

Organizational Structure/Agency Departments (continued)

- Provides free statewide access to Newsline® Network for the Blind, a 24-hour-a-day toll-free service that provides audible text from selected national and local newspapers

Library Development Services
- Provides consultant services to public libraries and library trustees to further the development and improvement of public library services statewide
- Facilitates the development of collaborative partnerships with multi-type libraries and related agencies and organizations throughout the state
- Administers and provides guidance on special public library development projects such as new public library construction
- Serves as liaison to statewide Friends of South Carolina Libraries and to public library trustee boards
- Provides consultant services to public libraries needing guidance in securing and properly administering federal and state grants for the improvement of local library services

Network Services Unit
- Provides an array of technical and communications support and guidance to the agency and to public libraries
- Coordinates, operates and maintains the South Carolina Library Network—a computer-based communications system, designed and implemented by the State Library, that facilitates statewide sharing of library resources and services
- Coordinates with the Office of the Chief Information Officer the Universal Service Program (E-Rate) which ensures that all eligible public libraries and schools have affordable telecommunications access

Collection Management Services
- Acquires, catalogs, classifies, and makes available all materials used in the library program
- Preserves and maintains the library's physical collections
- Maintains the library's collection database, WebLION
- Provides collection management and preservation consultant services to public libraries statewide

Finance and Business Operations
- Provides support services in the areas of budgeting, financial management, state aid and federal grants management, human resources management, procurement, public relations, administrative support, and facilities management
- Provides guidance to public libraries and interprets governmental regulations and procedures to ensure proper expenditure of federal and state aid grant funds that improve local library services

ORGANIZATION AND OPERATIONS

Library Staff

OFFICE OF THE DIRECTOR
Director. .... James B. Johnson, Jr.
Deputy Director . ...Guynell Willams

FINANCE AND BUSINESS OPERATIONS
Director............ .... Karen L. Wicker, CGFO
Personnel Manager...Vicki L. Maxheimer
Accountant..Cynthia S. Hite
Procurement Specialist... Benjamin E. DuBose, III
Administrative Assistant ....Deborah P. Anderson

NETWORK SERVICES
Director ....Guynell Williams
Systems Librarian .... Catherine Buck Morgan
Information Resources Consultant ....Cletus W. Brown, Jr.

INFORMATION SERVICES
Director............... .... .Anne M. Schneider
DISCUS Program Director ....Mary R. Bull
Circulation Librarian....... ....Brenda J. Boyd
Reference Librarian........... ....Mary L. Morgan
Reference Librarian .... Dawn M. Mullin
Web Administrator/Technology Librarian .... Cheryl H. Kirkpatrick
Library Specialist.. ......Bobbie P. Adkins
Library Technical Assistant ....Whitman J. Page

TALKING BOOK SERVICES
Director ....Guynell Williams
Volunteer Coordinator...Naomi Bradey
Reader Services Librarian .... Kecia B. Greer
Reader Services Librarian ....Laura T. Leventis
Equipment Coordinator ....….....Ronald G. Whitten
Patron Services Assistant .... Barbara A. Windham
Administrative Specialist ....Flora A. DuBose
Library Mail Clerk ....Mark T. Frick
Library Mail Clerk ....Edward O'Neill

ORGANIZATION AND OPERATIONS

Library Staff (continued)

LIBRARY DEVELOPMENT SERVICES
Director .... Dr. Curtis R. Rogers
Automation Consultant .... Felicia D. Vereen
Children's/Youth Services Consultant... ....Jane G. Connor
Continuing Education Coordinator .... Deborah Hotchkiss
Public Library Consultant .... Libby P. Law
Special Projects Coordinator .... Margie E. Herron

COLLECTION MANAGEMENT SERVICES
Director............ ....Felicia Yeh
Cataloger...Wesley Sparks
Library Specialist ....Janell Y. Eades
Library Specialist... ......Carolyn H. Hite
Library Specialist... Linda K. Lange
Library Specialist... ....Beverly C. Martin
Library Technical Assistant.. Lynn K. Childs
Library Technical Assistant...Mitch Jones
Library Technical Assistant...James E. Lee

Facilities

The agency operates from two facilities in Columbia, SC. Both are accessible to people with disabilities, as are the services provided. Administration, Finance and Business Operations, Talking Book Services and its collections and reading room, and Library Development Services are located at 1430 Senate Street. Information Services, Collection Management Services, Network Services, the DISCUS Program, collections, other information resources, and public reading rooms and computer workstations are located at 1500 Senate Street.

The 1430 Senate Street facility has two meeting rooms that are available for use by other library organizations and by South Carolina State government agencies. One theater style meeting room accommodates 65 persons and another accommodates 15. A comfortable open seating area, suitable for meeting breaks and food service, is adjacent to the meeting rooms. The 1500 Senate Street facility has a fully equipped and up-to-date computer training room with 17 workstations. Both locations have additional meeting room space that is used for agency departmental and committee (internal and external) meetings.

All State Library services and operations are open to the public, Mondays – Fridays, 8:30AM – 5:00PM. A voice messaging system is available 24 hours a day.

II.   ACTIVITIES – FY 2003

Strategic Goal A: "Provide information resources and library services to meet the needs of the people of South Carolina."

State Library Users

The State Library is a research center for all South Carolinians. The State Library's key customers are:

- Members of the General Assembly, Governor's Office and other elected officials
- State government employees
- Multi-type libraries (public, academic, school and special)
- Citizens with disabilities (blindness, learning disabilities, and other conditions that prevent the use of conventional print and electronic resources)
- General public

Anyone may use State Library materials and resources while visiting the State Library's facilities in Columbia. However, direct loan is only available to state government employees and members of the General Assembly. The general public may borrow items from the State Library's collections by using the interlibrary loan services of their local libraries.

Statewide, public libraries participate in the South Carolina Library Network (SCLN), which is coordinated by the State Library.

The 298 participating libraries by type are:

Public libraries	54
Institutional libraries	4
Academic libraries	53
School libraries	149
Special libraries	38

State Library materials are also loaned to libraries in other states and nations. SCLN users may search the State Library's online catalog, WebLION, via the Internet and may request materials using interactive forms.

Citizens statewide, with qualifying disabilities, are served directly by the State Library's Talking Book Services program.

Strategic Goal A: *"Provide information resources and library services to meet the needs of the people of South Carolina."*

Usage Statistics FY 2003

Registered Borrowers	Total
State Government Employees	5,816
Libraries	298
Talking Book Services Users	7,632

Circulation	Total
State Government Service	36,231
Libraries	21,944
Talking Book Services	250,293

State Library Collections

The Research Collection is composed mainly of non-fiction materials selected to supplement the holdings of local libraries and to support state government research. This centralized collection reduces unnecessary duplication of expensive and specialized materials in state agencies and in local libraries. The collection includes books, periodicals, newspapers, state and federal documents, audiovisual materials and electronic resources.

The Talking Book Services Collection contains special media (cassette, large print, Braille and disc) reading materials for all ages. A descriptive video collection provides blind and visually impaired library users with access to recreational movies equivalent to those enjoyed by sighted users of public library video collections. Accessible newspapers are provided through the State Library's sponsorship of Newsline® Network for the Blind.

The Grants Research Collection includes printed directories, guides and electronic resources to assist nonprofit organizations, government agencies, and citizens in locating grants. The State Library serves as an official cooperating collection of the Foundation Center's nationwide network of more than 200 cooperating collections.

South Carolina Fiction Cooperative Collection, a joint venture of the public libraries of the state and the State Library, contains older fiction titles identified as the "last copy" in a particular public library's collection. This collection ensures continued access, through interlibrary loan, to citizens across the state in need of older fiction titles.

Strategic Goal A: *"Provide information resources and library services to meet the needs of the people of South Carolina."*

Collection Statistics FY 03 – Research Collections

Materials by Type	Materials Added	Materials Held
General Collection	4,587	317,262
Federal Documents	1,765	279,947
State Documents	3,379	84,984
Audiovisual	213	4,433
Electronic	111	975
Microforms	12,016	633,999
Periodical Subscriptions	0	2,127
	Total: 22,071	**Total: 1,323,727**

Collection Statistics FY 03 – Talking Book Services

Materials by Format	Materials Added	Materials Held
Cassettes	22,857	326,591
Discs	51	6,634
Large Print	626	16,490
Described Video	51	527
	Total: 23,585	**Total: 350,042**

Strategic Goal A: *"Provide information resources and library services to meet the needs of the people of South Carolina."*

DISCUS – South Carolina's Virtual Library

To ensure that all South Carolinians have equal access to information and learning resources, the South Carolina State Library administers DISCUS – South Carolina's Virtual Library. DISCUS provides free access to subscription Internet databases through all of the state's public libraries, public schools, SACS-accredited K-12 private schools, and public and private colleges. South Carolinians may also access these databases from their homes or offices twenty-four hours a day, seven days a week. The State Library provides training and support to library, curriculum resource and technology staffs of participating institutions, which helps them make effective use DISCUS and promote the service to their users.

Through DISCUS, citizens served by small schools and libraries have access to the same high quality resources as those served by larger, more prosperous institutions. In addition, central purchase and coordination of DISCUS allows South Carolina institutions to realize an annual "cost avoidance" in excess of $22 million. DISCUS is funded by the state's K-12 Technology Initiative, with supplemental funding by the federal Library Services & Technology Act (LSTA).
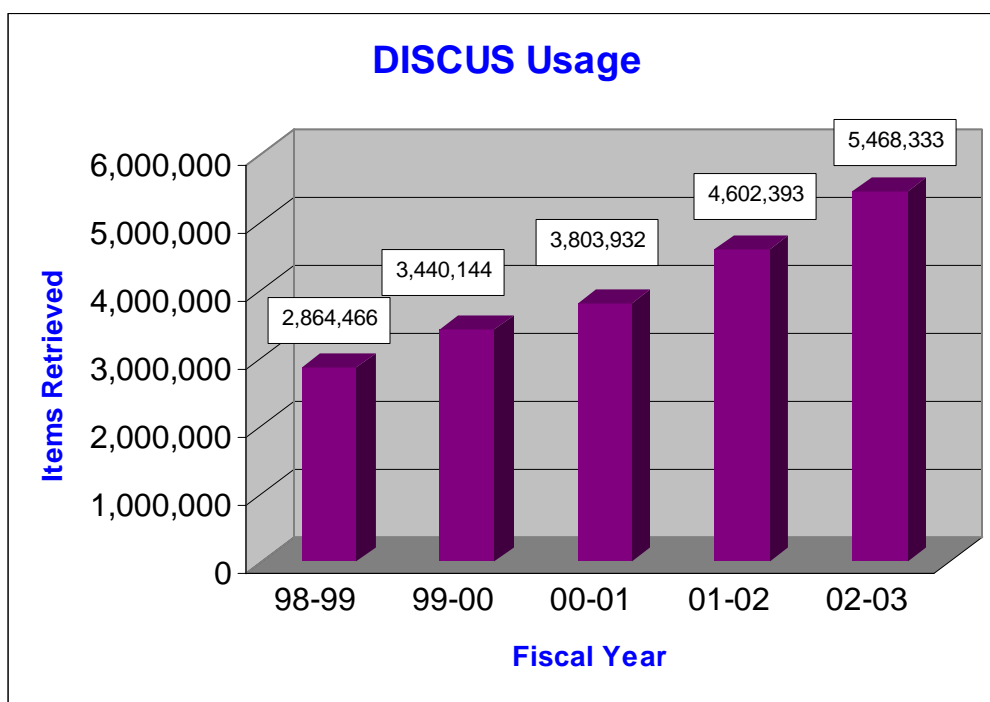
DISCUS Usage

Fiscal Year	Items Retrieved
98-99	2,864,466
99-00	3,440,144
00-01	3,803,932
01-02	4,602,393
02-03	5,468,333

Strategic Goal A: *"Provide information resources and library services to meet the needs of the people of South Carolina."*

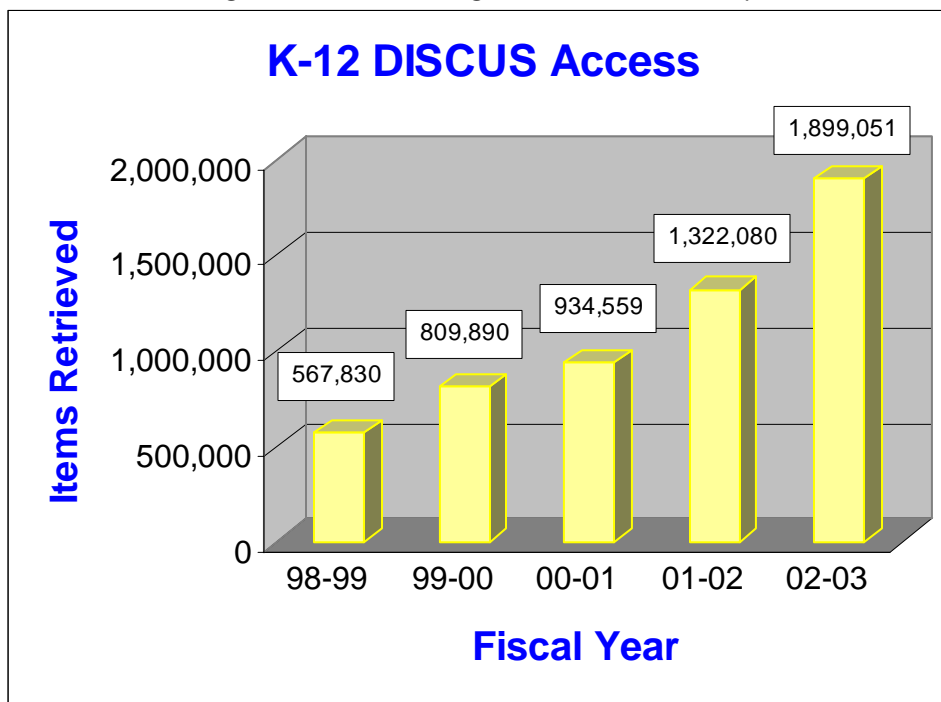**DISCUS – South Carolina's Virtual Library (continued)**

A 19% increase was realized in the number of items retrieved by South Carolina citizens from their offices, home, public libraries, academic institutions and K-12 school library media centers.
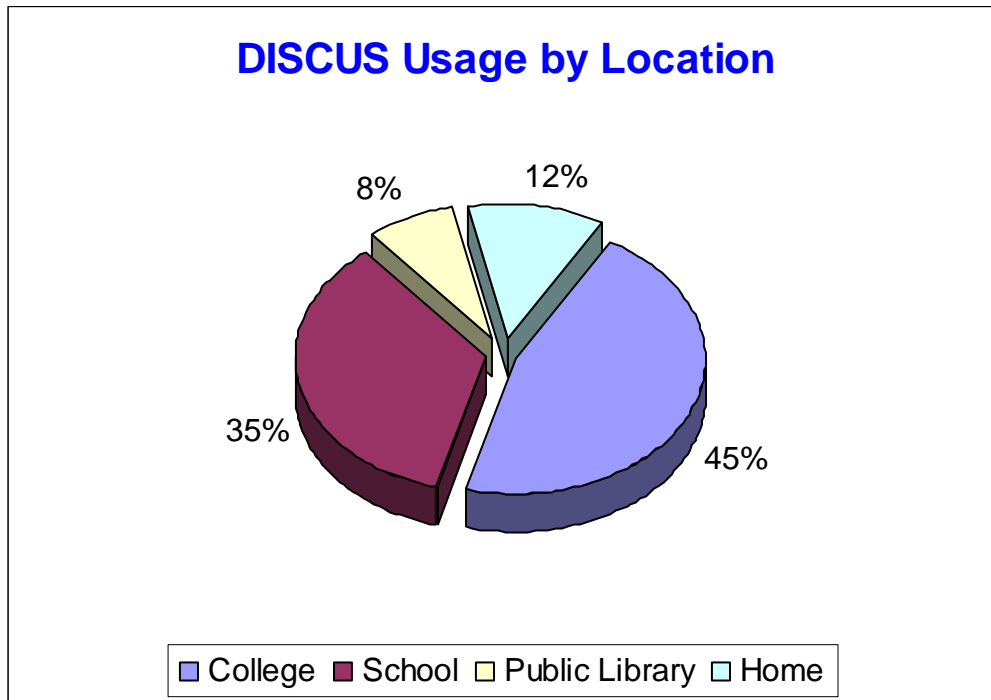
DISCUS Usage by Location

8%   12%

35%

45%

■ College ■ School □ Public Library □ Home

Strategic Goal A: *"Provide information resources and library services to meet the needs of the people of South Carolina."*

DISCUS – South Carolina's Virtual Library (continued)

Data below reflects usage accessed through K-12 schools only.

K-12 DISCUS Access

Items Retrieved vs. Fiscal Year

Fiscal Year	Items Retrieved
98-99	567,830
99-00	809,890
00-01	934,559
01-02	1,322,080
02-03	1,899,051

K-12 school children retrieved approximately 1.9 million full text articles – a 44% increase from FY 2002. Children in the K-12 range also access DISCUS through public libraries as well as at home.

Information Services

The State Library has a highly skilled research and technical staff that assist users in locating information to meet their needs. Research librarians conduct complex searches in response to questions from state government employees and the general public.

Research librarians also provide training for state government employees in using the State Library's resources, including the informational databases that are available to them at their office or home computers. In addition to the DISCUS databases that are available statewide, the State Library provides office/home access to 12 other subscription databases for state government employees. Those databases and an additional database, which provides full-text access to *The State* and 18 other newspapers around the country, are also available for use by the public at the State Library.

Strategic Goal A: "Provide information resources and library services to meet the needs of the people of South Carolina."

Information Services (continued)

Information Services Usage – FY 2003:

Information transactions – General Reference	9,387
Information transactions – Talking Book Services	19,751
Electronic hits (excluding DISCUS)	1,873,533
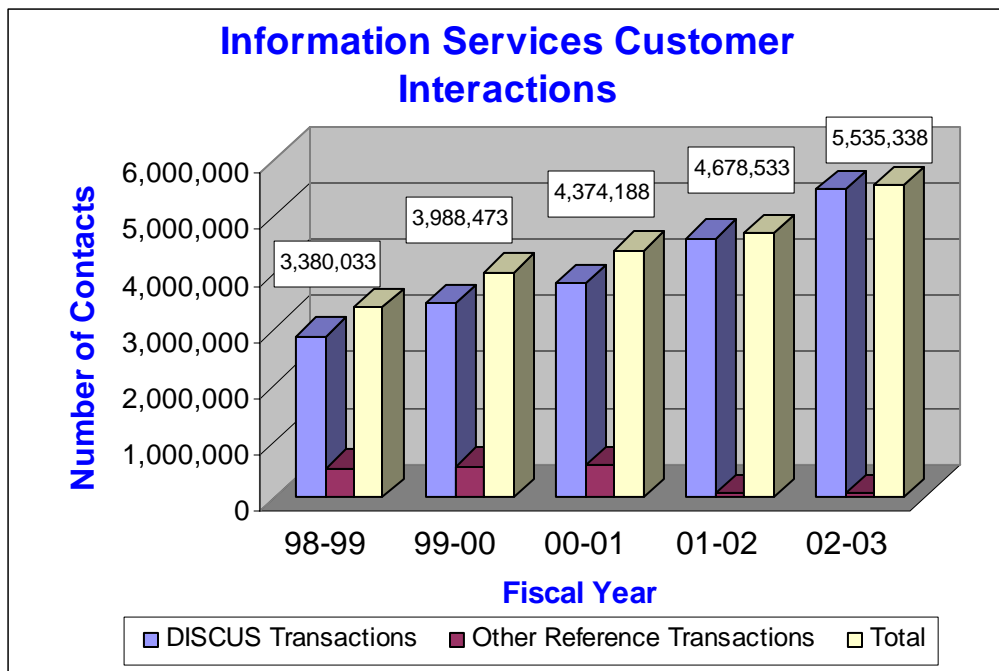
In FY 2003 there was an 18% increase in items circulated, reference questions researched, articles retrieved from databases and other customer interactions.
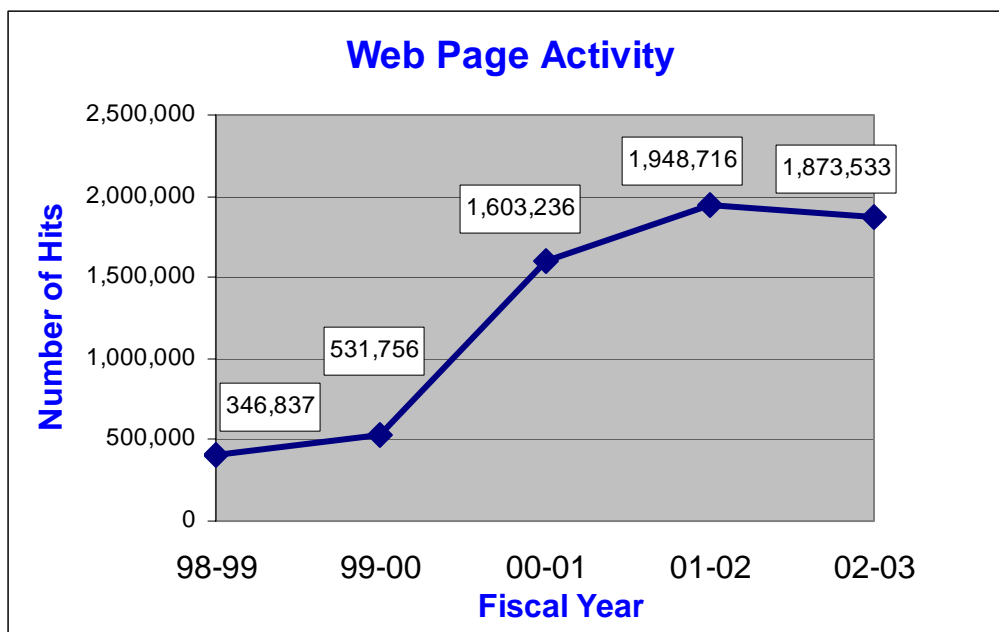
Strategic Goal A: "Provide information resources and library services to meet the needs of the people of South Carolina."

Information Services (continued)

The Information Services staff develops web pages that enable the public to make effective use of the vast information available on the Internet, including the "SConnects @ the Library" page designed for public library web sites.

A specialized web site for state government employees provides organized links to information that assists them in meeting the needs of citizens.

The agency's web site is a major information source. FY 03 improvements to the site made navigation by the public easier. A well organized governmental web site allows users to pinpoint information needed with fewer hits.

Web Page Activity

Fiscal Year	Number of Hits
98-99	346,837
99-00	531,756
00-01	1,603,236
01-02	1,948,716
02-03	1,873,533

Other FY 03 improvements to the web site facilitated data submissions by public library staff and improved the efficiency of agency internal administrative procedures. One such improvement was the development of online PDF forms for use by public library directors applying for state aid and federal grant dollars.

Strategic Goal A: *"Provide information resources and library services to meet the needs of the people of South Carolina."*

South Carolina State Documents Depository Program

The South Carolina State Library administers the State Documents Depository System that ensures local citizens access to state government publications. State agencies supply the State Library with 15 copies of publications. The State Library catalogs and processes the publications, retaining three (3) copies for its permanent collection. The remaining copies are distributed to the Library of Congress and the following 11 participating in-state depository libraries:

- Clemson University
- Coastal Carolina University
- College of Charleston
- Francis Marion University
- Greenville County Library
- Lander University

- South Carolina State University
- Spartanburg County Library
- USC-Aiken
- USC-Beaufort
- Winthrop University

For FY 03, the State Library added 3,379 state documents to its collection bringing the total to 84,984. Staff identify electronic publications, catalog them and make paper copies for preservation purposes. The South Carolina state documents collection remains the largest repository of official South Carolina state publications.

Talking Book Services

Citizens with physical disabilities require accessible collections that support recreational, professional and educational information needs, personalized one-on-one service, adaptive support equipment for use of special format materials, a professional staff trained and attuned to the sensitivities of citizens with disabilities, statewide toll-free access to that staff, and appropriate referrals to agencies and organizations providing other types of disability services.

The agency consistently receives high marks from the Library of Congress, National Library Service for the Blind and Physically Handicapped (NLS). NLS always rates the agency as fully compliant with their guidelines and regulations.

The first step in meeting the information needs of blind South Carolinians and those with physical disabilities is to register customers eligible for services. The State Library actively promotes its Talking Book Services program through participation in a variety of statewide exhibit events targeted at persons with disabilities and professionals working in the disability field.

Strategic Goal A: "Provide information resources and library services to meet the needs of the people of South Carolina."

Talking Book Services (continued)

Promotional and public education efforts resulted in a FY03 5% increase in the number of persons registered for talking books. Once registered, staff provide a variety of information services—most of which require some type of contact with readers.

Registered Talking Book Customers

Fiscal Year	Number of Registered Readers
98-99	8,104
99-00	7,046
00-01	7,250
01-02	8,138
02-03	8,514
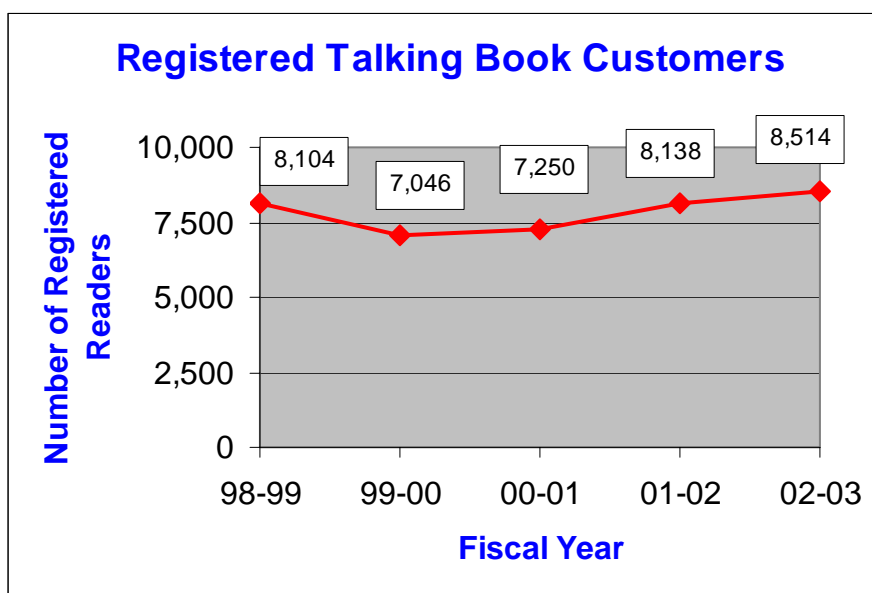
Contact may occur in the form of email, regular mail, by phone or in person. Most often the contact is by phone. Average monthly contacts in FY03 increased slightly, just 1%. As the number of agency staff available to serve customers decreased, the ability of remaining staff to manage even a slight increase is impressive. The average talking book circulation per registered reader for FY03 is unchanged from the previous FY. (See "Average Monthly Contacts", "Average Talking Book Circulation" and "Talking Book Materials Provided" graphs that appear on pages 19-20.)

Strategic Goal A: "Provide information resources and library services to meet the needs of the people of South Carolina."

Talking Book Services (continued)

Average Monthly Contacts with Talking Book Customers

Number of Patron Contacts vs. Fiscal Year

Fiscal Year	Number of Patron Contacts
98-99	1,829
99-00	1,867
00-01	1,903
01-02	1,891
02-03	1,917

Average Talking Book Circulation Per Registered Customer

Items Circulated vs. Fiscal Year

Fiscal Year	Items Circulated
98-99	31
99-00	36
00-01	35
01-02	31
02-03	31

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Strategic Goal A: "Provide information resources and library services to meet the needs of the people of South Carolina."
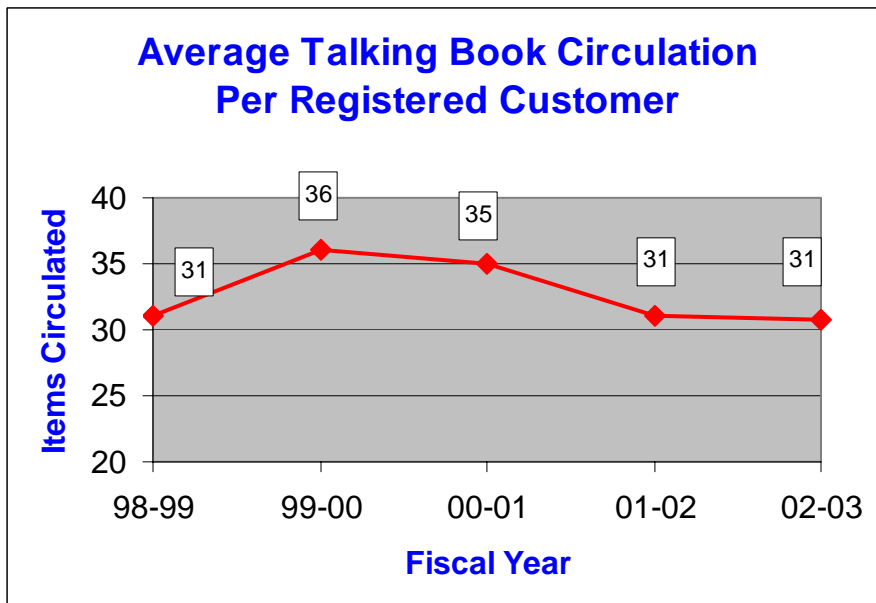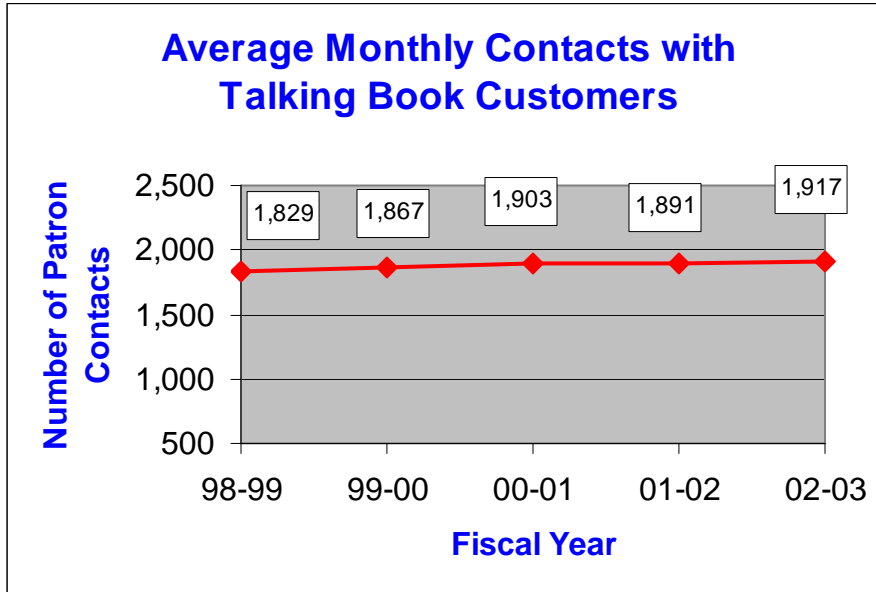
Talking Book Services (continued)
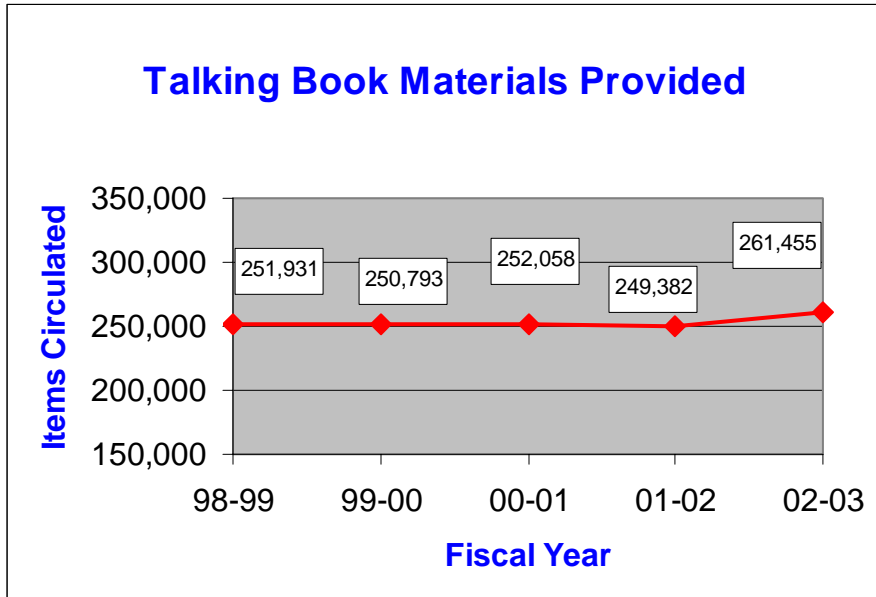
Talking book materials provided increased by 5%.

Talking Book Materials Provided

Fiscal Year	Items Circulated
98-99	251,931
99-00	250,793
00-01	252,058
01-02	249,382
02-03	261,455

Strategic Goal B: *"Provide statewide programs to support local library services."*

Library Development Services

State Library consultants provide information, suggest and discuss possible courses of action, and lend assistance and support to public library directors, their staffs, trustees, Friends groups, state and local government officials, and other library-related organizations. Advice and assistance are provided on a variety of topics including, but not limited to:

- Long range planning

- Planning for new library construction

- Budget management

- Personnel management

- Fundraising

- Children and Young Adult Services

- Collection development

- Automation and electronic resources

- Statistical data collection

- Federal grants, state aid and S.C. Education Lottery Act appropriations

- Evaluation of services

- Library legislation

Strategic Goal B: "Provide statewide programs to support local library services."

Library Development Services (continued)

Statistically, a reduction in both general library and DISCUS-related consultations to public, academic, and school libraries was realized due to loss of staff because of career changes and other issues.   This resulted in substantially reduced service.

General Consultation Services FY 2003

Contacts (site visits, telecommunications, correspondence, etc.) made during FY 2003 to public, state, institutional and other libraries to support public library initiatives decreased by 27%, a direct result of insufficient funding to support consultation staffing needs.
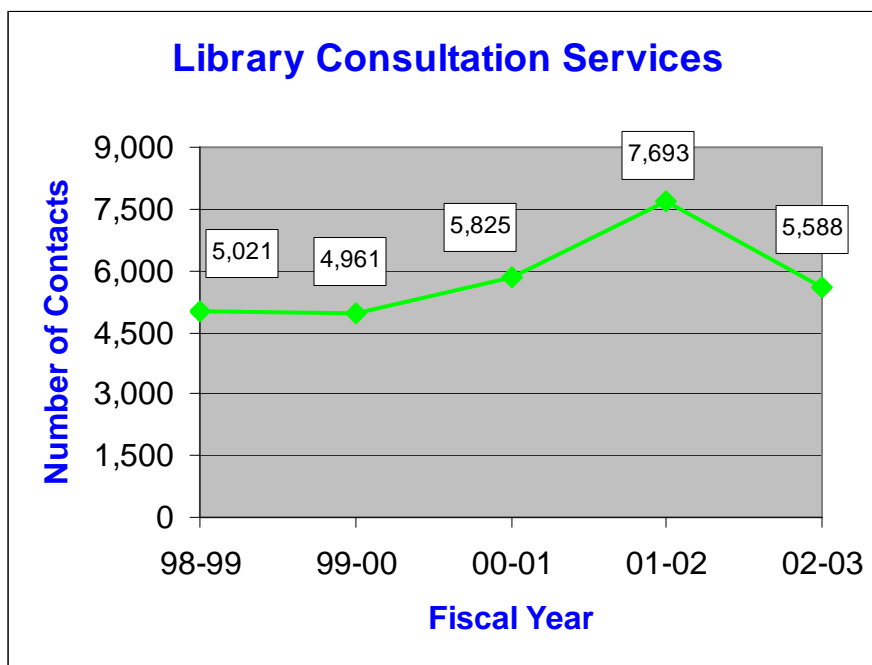
Library Consultation Services

Fiscal Year	Number of Contacts
98-99	5,021
99-00	4,961
00-01	5,825
01-02	7,693
02-03	5,588

Strategic Goal B: *"Provide statewide programs to support local library services."*

Administration of Aid to Public Libraries (State/Federal Appropriations)

The State Library manages state and federal grant programs to assist local libraries in improving services through projects that invest in education, access, technology, tools for the future, preservation of local history, and promotion of local community values and diversity.

Grants-in-Aid Distributed to Local Libraries

Fiscal Year	Total
98-99	6,449,323
99-00	8,458,548
00-01	8,579,002
01-02	6,902,920
02-03	7,790,747

Legend: State, Federal, Other, Total

Dollars (y-axis): 0 to 10,000,000
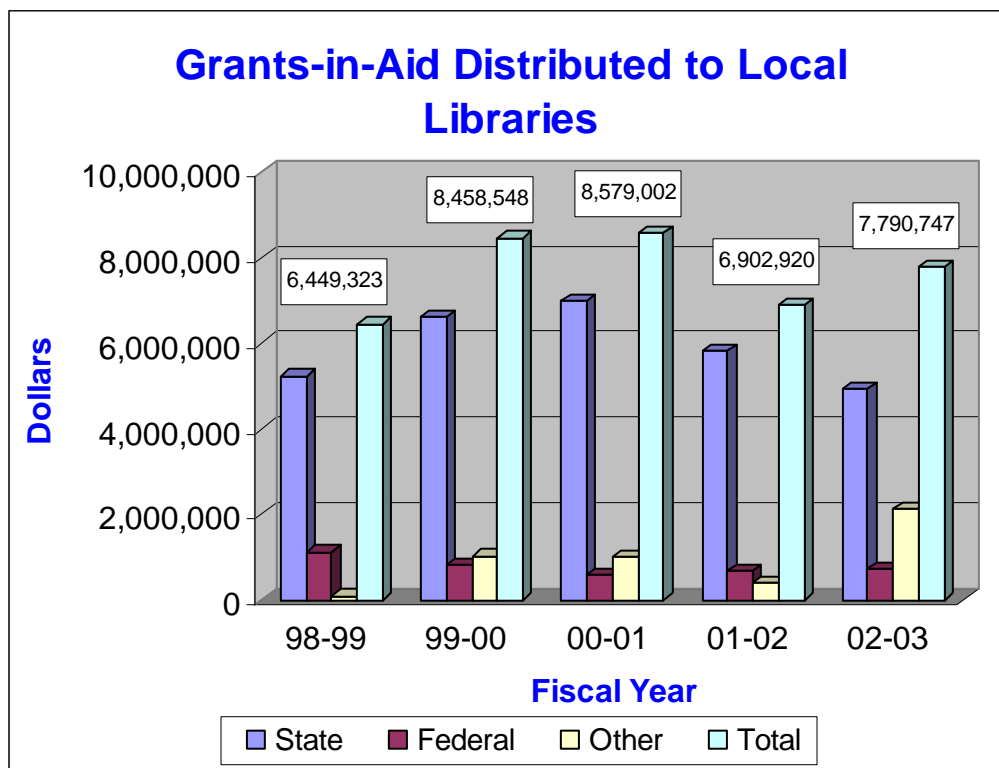
State Grants
In administering a grants-in-aid program using general fund appropriations, Library Services and Technology Act funds, Capital Improvement Bond funds, and Education Lottery funds, the State Library administered and distributed to public libraries $7,790,747. Sixty-five percent of the overall State Library general fund appropriation is state aid administered to county/regional libraries. Due to the continuing state budget crisis, per capita State Aid was reduced to approximately $1.17 per capita (using the 1990 Census) with the $40,000 minimum grant per county remaining intact.

Strategic Goal B: *"Provide statewide programs to support local library services."*

Administration of Aid to Public Libraries (State/Federal Appropriations) (continued)

State Grants (continued)

State Aid regulations require that participating libraries provide countywide service, maintain levels of county funding, and meet certain standards of service. Qualifying libraries are required to develop strategic plans and may use State Aid funds to supplement staff salaries, purchase collection materials, purchase or lease equipment and computer hardware and software. Occasionally, state bond funds are designated for special local library construction projects and are placed in the State Library's budget for disbursement. In FY 03 capital improvement bond funds totaled $642,179. In many instances, without state aid, small and medium sized public libraries would have great difficulty maintaining service hours, supplementing library collections and upgrading information technology.

Because of the provision in the South Carolina Education Lottery Act that provided $1.5 million in funding to libraries for technology improvements, a 13% overall increase in total funding was realized for public libraries. Without such, the reality is that state funding to local public libraries statewide decreased by 15.5%.

Federal Grants

The South Carolina State Library administers federal aid to South Carolina libraries under the Library Services and Technology Act (LSTA -- P.L. 104-208). LSTA guidelines provide that grant funds are used for projects that invest in:

- Education – lifelong learning, education of library professionals, development of educational resources that make resources easier to find and use, collaborative projects that bring rich and innovative resources to students, families and the public.
- Access - to expand services to reach under-represented groups such as those in remote locations, multi-lingual and multi-cultural audiences, people with disabilities or mobility restrictions, and non-traditional audiences; to improve basic and technical literacy; to improve ability to find and use information.
- Tools for the future – to acquire the best technology, explore efficient use of digitization, develop approaches to preservation, develop and test standards for electronic resources and provide equitable levels of technology resources to all communities.

Strategic Goal B: *"Provide statewide programs to support local library services."*

Administration of Aid to Public Libraries (State/Federal Appropriations) (continued)

Federal Grants (continued)

- Families and Children – to support literacy and parenting programs, after school and summer enrichment programs, homework programs, support sharing of values and life experiences and interaction of family members across generations; support college and career planning, job preparation and search, and transition to adulthood for teens and young adults; strengthen school libraries.
- Communities – to support programs promoting community values, ethnic and cultural diversity, citizen participation and cultural tourism; to provide information on health and safety, economic revitalization, job training, and other government programs.
- Cultural Heritage – to promote preservation of holdings, especially those related to multi-cultural heritage; to improve public awareness of importance of preservation.

Statewide projects partially funded with LSTA funds include: DISCUS—South Carolina's Virtual Library; children's programs; continuing education programs; public library automation; county wide access to library services; and literary programming.

Grants-in-aid Distributed to Local Libraries

FUNDS	AMOUNT
General– State Aid	$ 4,920,331
Earmarked– Capital Improvement Bonds	$ 642,179
Restricted– Education Lottery	$ 1,500,000
Federal– LSTA Grants	$ 728,237

Even after experiencing FY 03 drastic general fund interim budget reductions totaling more than $700,000, the State Library's overall financial performance, particularly as it relates to the administration of appropriated dollars for the benefit of local public libraries statewide, remained sound. Total agency expenditures reached in excess of $13.5 million. This is a 7% increase from FY 2002. This increase is largely attributed to the passage of the Education Lottery Act, for which the State Library received $1.5 million for administration and distribution to public libraries. In total, public libraries directly received $7.8 million dollars—58% of agency expenditures—through state aid, federal grants, capital improvement bonds and the education lottery. Public libraries along with K-12 school media centers and academic libraries received direct benefit from DISCUS-South Carolina's Virtual Library, a $2 million program comprising 14% of agency expenditures.
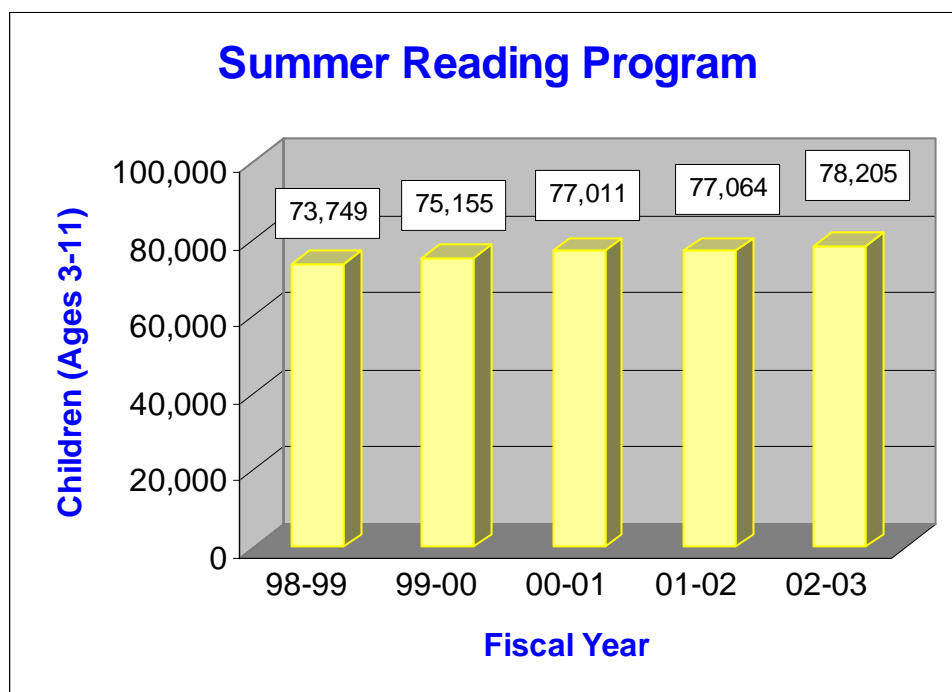
Strategic Goal B: "Provide statewide programs to support local library services."

Children and Young Adult Services

One of the South Carolina State Library's major objectives is the improvement of library services to children. The LSTA grant program offers funding to local libraries for the expansion and enhancement of library services and programs that invest in families and children. Related statewide initiatives and collaborative projects include:

- Summer Vacation Reading – "Books Ahoy!" was the 2003 vacation reading program theme for children in Alabama, Georgia, Mississippi, and South Carolina. The program encouraged children to enjoy reading during the summer and to discover some of the many wonderful children's books available in libraries in these states. Children were able to join reading programs at any public library and earn rewards for reading during the school vacation. Children and parents were encouraged to check with public libraries to learn about the reading programs in local communities as well as local activities and special programs offered for children.

  The summer vacation reading program was sponsored by the South Carolina State Library, Alabama Public Library Service, the Georgia Public Library Service and the Mississippi Library Commission. This joint partnership allowed the four states to share artwork and planning materials. It is estimated that 78,205 of South Carolina's children were afforded the opportunity to maintain and improve their reading skills over the summer, thereby furthering the state's literacy initiative. This is a 1.5% increase from last year. FY 03 data are based on the average percentage change over the last three years.

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Strategic Goal B: "Provide statewide programs to support local library services."

Children and Young Adult Services (continued)

- <u>Early Literacy and School Readiness</u> - The South Carolina State Library continued to develop its initiatives that support early literacy and school readiness, including adding additional materials in FY2003 to the Early Childhood Teacher Resource and Video Collection. This service provides videotapes on early childhood development and education for childcare teacher training. Public libraries borrow these materials on behalf of local childcare staff and others working with young children. Many of these videos may be used to meet state requirements for annual training hours, while others are more useful for the education of parents and parent groups.

- <u>First Steps to School Readiness Program</u> – This statewide initiative benefits public libraries' children's programs. The Director of the South Carolina State Library serves on the First Steps State Board of Trustees, which is made up of a diverse group of individuals representing various state agencies and key community stakeholders.

  County libraries by statute are represented on First Steps County Partnership Boards. In FY 03 there was an increase in First Steps sponsored collaborations where county libraries worked more closely with school districts, parent educators, and childcare providers. Other local library programs included story hours in childcare facilities and mobile library programs (bookmobiles that deliver materials, throughout the community, to where children and their families are located).

  Library-based programs, which expose children to age-appropriate literature and enhance child care facilities by distributing books and offering literacy-rich activities, served more than 7,608 children and families, which is 80% of participants in First Steps-funded early literacy activities.

- <u>Implementation of Internet Filtering</u> – All public libraries in South Carolina are now compliant with Budget Proviso 72.95.

Strategic Goal B: "Provide statewide programs to support local library services."

Continuing Education

The South Carolina State Library administers a continuing education program that is designed to enhance the skills of local library staff and state government employees in using library services. Research and technical skills are improved through State Library sponsored workshops, disbursement of federal grants that enable select members of local library staff to attend various nationwide training opportunities and cooperative training ventures with other organizations. In developing its continuing education activities, State Library staff consult with local public library directors, the University of South Carolina School of Library and Information Science and the South Carolina Library Association. Training needs are also identified through the use of surveys and workshop evaluations.

FY03 realized the implementation of PeopleWare, a software database management system which tracks workshops and courses, prints transcripts, creates name badges, name tents and certificates, and allows attendees to register for courses through a web-based registration system. This system provides a more efficient means of continuing education/staff development and training administrative management and provides a substantial cost savings over hiring additional administrative personnel to handle related tasks.

The Gates Training Initiative classes continued after the South Carolina State Library received an extension for the completion of the project. One hundred sixty three sessions were conducted regionally in the Midlands at the State Library, in the Upstate region at the Greenville County Library and in the Lowcountry at the Charleston County Library. Mike Masri of Microbyte Computer Center, Columbia, SC, conducted the majority of the Gates classes.

Overall, the Gates Training Initiative has been a great success and has provided staff members of South Carolina's public libraries with basic, intermediate and advanced skills in many of the Microsoft Office products. These software were originally made available through the provision of public access computing workstations financed by a 1999 $4.3 million grant from the Bill & Melinda Gates Foundation. This training initiative has afforded public library staff members the ability to provide improved customer service to library patrons in their respective communities. For FY 02 and 03, over 1000 public library staff members attended training. Gates classes are scheduled through October 2003.

Strategic Goal B: "Provide statewide programs to support local library services."

Continuing Education (continued)

In FY 2003, the number of training events decreased by 6% and the number of participants decreased by 15%. This decline was a direct result of the Gates training grant nearing final stages of completion.

Training / Workshops

Fiscal Year	Number of Workshops
98-99	67
99-00	58
00-01	115
01-02	174
02-03	163
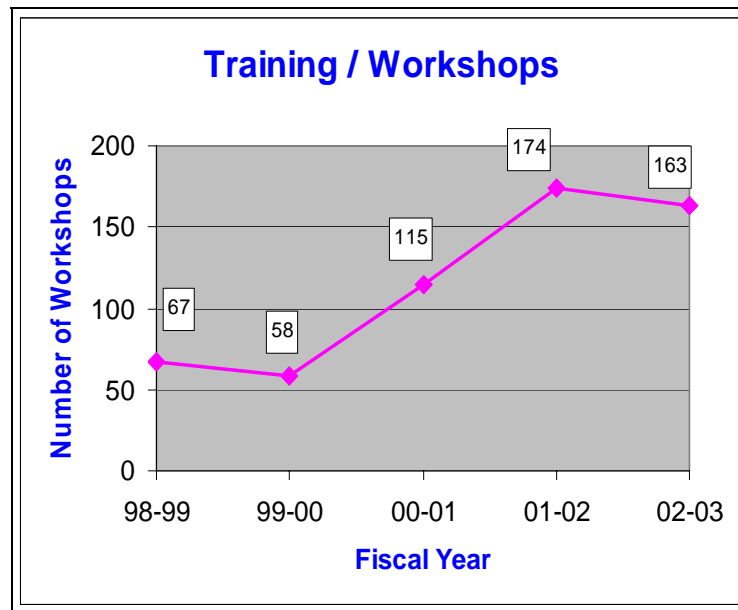
The skills of 2,310 employees of public libraries and state government agencies were enhanced.
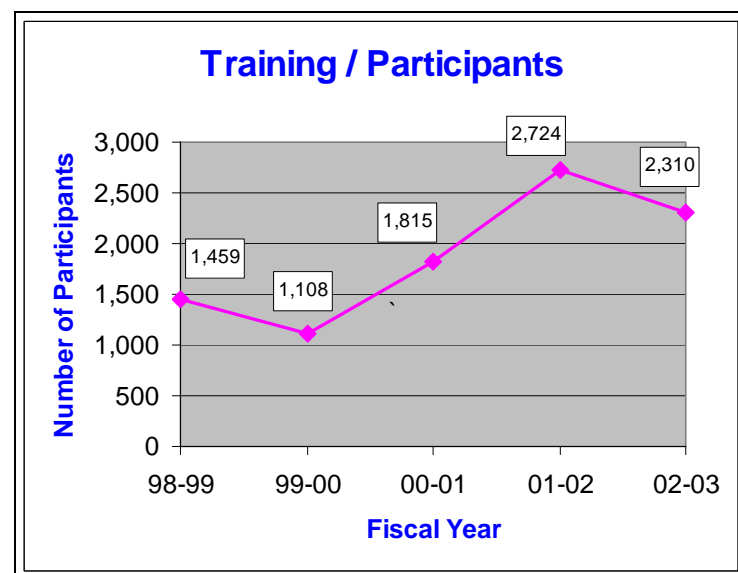
Training / Participants

Fiscal Year	Number of Participants
98-99	1,459
99-00	1,108
00-01	1,815
01-02	2,724
02-03	2,310

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Strategic Goal B: "Provide statewide programs to support local library services."

Public Library Construction

Adequate facilities are necessary for quality library service. The State Library estimates that more than half of the 184 existing library outlets need renovation, expansion or replacement. Presently, there are no federal or state funds available for public library construction. Several libraries have received state funding from bond bills and supplemental appropriations bills; however, construction programs must be thoroughly developed to address all necessary issues. Current funding mechanisms do not take the place of such programs.

Consultant services on building needs were provided for the following libraries:

Abbeville County
Renovation of headquarters
Aiken-Bamberg-Barnwell-Edgefield (Bamberg County)
New addition to and renovation of existing headquarters library in Bamberg; financial procedures assessment
Aiken-Bamberg-Barnwell-Edgefield (Barnwell County)
New headquarters library building in downtown Barnwell and capital needs assessment, architectural inquiry and selection process
Berkeley County
Library facilities and summary of cost estimates for facility planning
Beaufort County
New buildings for Bluffton and Lobeco Branch Libraries
Calhoun County
New headquarters library building in St. Matthews; fundraising possibilities
Cherokee County
New building for Blacksburg Branch Library; review of spatial needs
Chesterfield County
New building for McBee Branch; projected space needs through 2025
Darlington County
New building for Lamar Branch Library
Dillon County
New addition to and renovation of existing Lake View Branch Library and Latta Branch Library
Florence County
New headquarters library building in downtown Florence; branch and extension services evaluations and planning estimates; projected space needs for branches through 2025

Strategic Goal B: *"Provide statewide programs to support local library services."*

Public Library Construction (continued)

Georgetown County
New branch library building to serve Carvers Bay Community; review of architectural program and library building needs update
Greenville County
New headquarters building in downtown Greenville
Greenwood County
Library building needs update
Horry County
Conversion of old high school for new headquarters library building in Conway
Kershaw County
New building for headquarters library; projected space needs through 2025
Lee County
New building for headquarters library; timeline planning; architect inquiry letters
Marlboro County
New headquarters library building in Bennettsville
Oconee
Continued review of outside library building consultant's long range plan for facilities countywide; continued review of building program for Seneca Branch Library
Pickens County
New building for headquarters library in Easley
Saluda County
New headquarters library building in Saluda
York County
New building for headquarters library in Rock Hill

Strategic Goal C: "Serve as the advocate for libraries in South Carolina."

Marketing/Public Information Services

Marketing and public information activities are incorporated into all agency programs and services. These activities inform the agency's customers, stakeholders and all South Carolina citizens of programs and services provided and administered by the South Carolina State Library. To the extent that funding and staffing allow, the agency also works with its collaborative partners to promote South Carolina libraries and to foster positive relationships between the agency and its customers and stakeholders. In FY 03 promotional efforts included:

- Developing an e-mail distribution list to inform state employees about new materials available at the State Library and online from their offices
- Collaborating with the Office of the Chief Information Officer on projects such as those of the K-12 Technology Committee, the Assistive Technology Advisory Committee, and the Information Technology Enterprise Architecture Committee
- Continuing the agency's partnership with the BEST (Book Evaluation Selection Training) Center, a project of the University of South Carolina, School of Library and Information Science, that supports teaching, learning and research related to children and young adult literature
- Developing and distributing promotional materials for the 2003 "Books Ahoy!" Summer Reading program
- Promoting the Talking Book Services program to community service organizations, professional caregivers, disability service providers, educators, and citizens with physical disabilities; 58 promotional events were completed to showcase the Talking Book Services program; events included exhibiting, presentations to professional and community groups, and tours of the library.
- Participating in a nationally sponsored Library of Congress "Take A Talking Book Campaign" with a kick off event press conference and reception; the six-month campaign advertised talking book services to seniors across the state via public service announcements on television, the radio and in local newspapers
- Cosponsoring the South Carolina Book Festival, which is coordinated by the South Carolina Humanities Council
- Promoting DISCUS - South Carolina's Virtual Library through professional conference presentations and exhibits, including the South Carolina Association of School Librarians Conference, the SC EdTech Conference and others. Also in FY 03, the DISCUS logo and link were accepted for addition to the main page of the MySC.Gov; web site, promotional materials were distributed through schools and libraries.

Strategic Goal C: "Serve as the advocate for libraries in South Carolina."

Marketing/Public Information Services (continued)
- DISCUS program director was prominently profiled in The State Newspaper's "My Job" column.
- Hosting the Viburnum Conference reception (Viburnum Family Literacy Grants fund the planning, training, and promotion of family literacy projects among rural libraries and their community partners.)
- Investigating the use of streaming media for State Library training
- Hosting and sponsoring the agency's annual public relations exchange for public library staffs
- Preparing and posting to the agency's web site 18 press releases on State Library activities/events
- Coordinating the annual "Notable State Publications Awards" ceremony (twenty-five state government officials attended); recognizing, in celebration of Freedom of Information Day, the ten outstanding South Carolina State government publications
- Distributing information packets to new state government borrowers; introducing library services to new agency directors; preparing changing theme display cases to showcase State Library collections; designing a general State Library business card for distribution to the public; and updating the "Services to State Government" brochure
- Publishing "News for South Carolina Libraries", "What's New@SCSL" and "News about Talking Book Services" and posting online versions to the agency's web site
- Attending and exhibiting at the Association of Public Library Administrators (APLA) annual Legislative Day event
- Updating the agency's web site Services to State Government, Information Tours and SC Reference Room pages
- Participating in 88 promotional events in FY 03

Strategic Goal C: "Serve as the advocate for libraries in South Carolina."

Legislation
- During its annual legislative day, the Association of Public Library Directors (APLA) discussed the need for restoration of the $1.5 million lottery funds for public library technology. The House Ways and Means Committee had deleted this funding. The General Assembly ultimately passed an Appropriations Act that included the $1.5 million for public libraries.
- The U.S. Supreme Court ruled that the Children's Internet Protection Act (CIPA) was constitutional.
- Senator Hugh Leatherman introduced a Joint Resolution commending the Palmetto Book Alliance (the State Library and the USC-School of Library and Information Science) for the publication of the *South Carolina Literary Map.*
- Rep. Vida Miller introduced a House Resolution commending the State Library and South Carolina's public libraries for sponsoring summer reading programs throughout the state.
- The approved budget for the State Library funded State Aid to County Libraries at $1.01 per capita which placed State Aid to public libraries at the 1985 level.
- Public library directors, trustees, and friends received support from Senator Hollings and Senator Graham for co-sponsorship of S.888, which reauthorized the Library Services and Technology Act (LSTA). .
- Public library directors received an overview presentation on the U.S.A. Patriot Act, by a U.S. Secret Service agent, during an annual meeting hosted by the State Library.

Collaborations
The State Library works with other state agencies and organizations to enhance awareness of the important work libraries contribute to improving education and quality of life for South Carolina's citizens.

- The State Library Director serves as a member of the First Steps Board and the K-12 Technology Committee.
- A DISCUS annual report is prepared and submitted to the K-12 Technology Committee.
- The State Library works closely with the South Carolina Access to Information Technology Coordinating Committee, which makes recommendations to the General Assembly on requirements needed for South Carolina to comply with Section 508 of the Americans With Disabilities Act. The State Library Director chaired the Locations Subcommittee and staff from Network Services and Talking Book Services served on automation and web accessibility committees, including the SC Access to Technology Committee (ATEC).
- The State Library jointly funds a position at the South Carolina Humanities Council with the Council and the South Carolina Arts Commission. This project develops public programs throughout the state to promote literary arts.

Strategic Goal C: "Serve as the advocate for libraries in South Carolina."

Collaborations (continued)

- The South Carolina State Library and the School of Library and Information Science at the University of South Carolina (USC-SLIS) co-sponsor the Palmetto Book Alliance (PBA). The PBA is the South Carolina affiliate of the Library of Congress Center for the Book. Its mission is to celebrate reading, books, authors and the rich literary heritage of South Carolina. The PBA envisions itself as a virtual center for the book in South Carolina, promoting and encouraging participation in book-related programs and activities sponsored by various groups. The partnership produced and distributed the *South Carolina Literary Map*.

- The South Carolina State Library collaborated with the USC-SLIS on the development of their application for an Institute of Museum and Library Services (IMLS) Recruitment of Future Librarians federal grant. The agency also worked with USC-SLIS on the development phase of a planned economic impact study of public libraries statewide.

- The South Carolina State Library serves as a partner with the Friends of South Carolina Libraries (FOSCL). It provides the group with administrative services, programmatic grants, and meeting space. FOSCL helps to foster, create, and support local friends of the library groups, and provides a means for these groups to work together for the betterment of library service in South Carolina; serves as a resource for local friends groups; promotes wider knowledge and use of libraries as cultural and information centers for individuals and groups; supports improved library education in South Carolina; and, supports the Library Bill of Rights.

- The State Library Director serves as a liaison to the combined executive board of the Library Director's Forum (representing the directors of libraries of publicly supported institutions of higher education) and the Library Directors Council (representing the directors of libraries in private institutions). Under the sponsorship of this combined board, the Partnership Among South Carolina Academic Libraries (PASCAL) was established. PASCAL's goal is to establish a virtual academic network of collaborative ventures. Core programs will include a union catalog of academic holdings, collaborative collection development, consortial purchasing, universal borrowing, statewide digital collections and cooperative professional development and training. The State Library's DISCUS Project Director has served in an advisory capacity to the Executive Board of PASCAL. An Executive Director was hired by PASCAL during the year.

- The State Library's Children's Consultant serves on the state's School Library Media Services Advisory Council, the BEST Center Advisory Committee and the State Board of Education Curriculum Committee. The South Carolina State Library works in collaboration with the University of South Carolina's School of Library and Information Science to house the BEST (Books, Evaluation, Selection and Training) Center.

- The State Library's Director of Talking Book Services serves on the Digital Long Term Planning Group Team of the Library of Congress, National Library Service for the Blind and Physically Handicapped (NLS) and participates as an ex-officio member of the Advisory Council of the South Carolina Commission for the Blind.

Strategic Goal D: "Encourage cooperation among libraries of all types."

The South Carolina Library Network (SCLN)
Coordinated by the South Carolina State Library, the South Carolina Library Network supports the efforts of local libraries to meet the information needs of all South Carolinians through the sharing of library resources. Using WebLION, the State Library's web-based catalog, public, academic, high school and special libraries participating in the South Carolina Library Network can search and place electronic requests for titles held in the State Library's collection. The State Library also offers electronic interactive forms that allow libraries to place interlibrary loan requests with the State Library via the Internet.

Additionally, the State Library administers the state Group Access Capability (GAC) for OCLC. Libraries participating in this group are able to access an online database with holdings of all types of libraries throughout the Southeast. Libraries may place interlibrary loan requests to other participating libraries electronically through this system. Nine of the public library systems in South Carolina used their group affiliation to place interlibrary loan requests through OCLC during the past year, while another nine public library systems participated in interlibrary loan as full OCLC members.

Internet/Telecommunications Project
State Library staff provided continuing support for this project, which strengthens the resources of South Carolina public libraries through public access to the Internet. The State Library cooperated with the Division of the Chief Information Officer of the State Budget and Control Board to provide Internet access in these libraries. As this project is an extension of provisions of a statewide K-12 Internet initiative, South Carolina's students benefit. The State Library's work with the Division of the CIO is ongoing as it serves to champion a policy that supports the public's right to free access to government information.

E-Rate
The State Library's systems librarian works with public libraries by providing guidance that assists them in taking full advantage of the Universal Service Program (E-Rate) refunds. E-Rate is an adjunct to the Internet/Telecommunications Project, and it ensures that all eligible libraries and schools have affordable telecommunications access. During FY 03 the majority of E-Rate refunds were for telecommunications. Refund amounts ranged from $58 to $36,215. The State Library's work with public library directors resulted in a total of approximately $221,918 E-Rate dollars being refunded to public libraries statewide.

Strategic Goal D: "Encourage cooperation among libraries of all types."

Group Database Licensing Project

The State Library has long served in a leadership capacity to facilitate and coordinate group purchases of electronic databases for the state's college and public libraries. This work complements DISCUS - South Carolina's Virtual Library and helps interested libraries acquire more specialized databases at a discount through the leveraging of their group buying power. Work that began as the South Carolina Group Database Licensing Project in 1998 has been successfully transferred to the Consortial Purchasing Committee of PASCAL (Partnership Among South Carolina Academic Libraries). The State Library continued its active involvement in this cooperative endeavor, with the DISCUS Program Director serving ex-officio on the new Committee, and coordinating [for the fifth year] a group purchase of OCLC FirstSearch databases for 17 libraries, realizing a cost savings of over $50,000.

Strategic Goal E: "Continuously improve State Library operations and services."

Network Services

New technologies are continually introduced for improvement of key State Library operations. Network Services provides the support structure and foundation for most of the agency's operations, programs and services. During FY 03, the Talking Book Services department received constant support with a variety of issues, such as re-indexing of its automated system's titles database and updating adaptive software for computer workstations that are fully equipped for use by persons with disabilities.

Hardware and software upgrades are necessary and essential. Such improvements enhance access to important information. During FY 03, agency personal computer virus protection software was continually upgraded.

Many library vendors support automated ordering systems for economical purchasing and efficient lending of library materials. The Network staff, along with Collection Management Services staff, monitor such systems for compatibility with the agency's current automation system. A planned system upgrade for FY 04 may make automated ordering a reality for the agency.

In FY 03, Network Services staff provided technical support to public libraries through consultative assistance with such matters as IP address problems, distribution lists, E-Rate filings, and more. Senior network staff also worked closely with the CE Coordinator to organize and host the agency's annual System Manager's Exchange. They interact and provide support to the agency's web administrator and work with the director of library development on major projects. In FY 03, this team developed a technology plan template and posted it to the agency's web site for easy access by public library IT personnel.

The agency's systems librarian participated and represented the agency on the state's Architecture Oversight Committee.

Strategic Goal E: "Continuously improve State Library operations and services."

Staff Development

The agency has a formal training and orientation program for staff. Responsibility for the implementation and success of the staff development and training program is shared by the Management Team, the Continuing Education Coordinator, the Staff Development Committee, library departments, supervisors, and individual staff members. Training effectiveness is assessed through the use of a staff development evaluation report form and through one-on-one follow up with an employee's immediate supervisor. The agency's Staff Development Committee, led by the CE Coordinator, plans quarterly staff meetings that provide a mechanism for staff to communicate concerns or provide suggestions for improvement. During FY 03 staff participated in agency wide S.W.O.T. Analysis sessions.

FY 03 budget reductions made it difficult to replace staff that vacated positions in FY 02 due to retirement or relocation. As a result, staff continued to acquire new skills and competencies, primarily through on-the-job training for the assumption of additional duties as necessary. Efforts are made to identify continuing education opportunities for staff at all levels. Internal agency reorganization empowered work teams to function in an advisory capacity to the Management Team. Work teams functioning in this capacity during FY 03 included Accountability, Emergency & Safety, Resource Sharing, Public Relations, Staff Development, Home Page, and others. Teams made recommendations that assisted agency leadership with effective long range planning, and they provided feedback for evaluation of existing programs and services**.

Because the State Library sponsors a number of continuing education opportunities for public library staff and state government employees, State Library staff were able to take advantage, at no additional cost to the agency, of these opportunities. During FY 03 they included computer and database training activities, customer service and interlibrary loan workshops and a variety of other training activities.

In FY 03, staff served as officers and on committees of these organizations: American Library Association, South Carolina Library Association, South Carolina Association of School Librarians, South Carolina Chapter of the Special Library Association, Governmental Finance Officers Association of South Carolina and the South Carolina Society of Certified Public Managers. As the budget allowed, staff with active memberships attended annual conferences. Staff were also involved in collaborative ventures of benefit to the programs and services administered by the agency.

Strategic Goal E: "Continuously improve State Library operations and services."

Volunteer Program

Volunteers play a vital role in providing library services to S.C. citizens with blindness, low vision or other conditions that make it difficult or impossible to use standard printed materials. Volunteers assist with promotion and marketing by staffing exhibit booths at major Columbia area events targeting people of all ages with qualifying disabilities.

Volunteer narrators make it possible for the library to record books and magazines about South Carolina and those written by South Carolinians. They also assist with making other essential publications accessible through the spoken word such as the Talking Book Services newsletter and, upon request, state documents produced by other state government entities such as the Legislative Audit Council.

Volunteers assist with quality control by inspecting cassette books. These efforts make it possible to provide audio materials that are rewound and ready for immediate use by the next reader. They also provide assistance with collection maintenance by providing manpower for collection weeding and shifting of thousands of volumes of audio books to create shelving space for new titles. To ensure that patrons receive audio magazines in timely manner, volunteers package thousands of cassette magazines each month. They also provide essential clerical assistance with various special projects such as bulk mailings. During FY03 an average of 17 volunteers per month contributed a total of 1,868 hours of service to the State Library.

The Telecom Pioneers (formerly the Telephone Pioneers of America), a national organization, provide volunteer talking book equipment repair to the Library of Congress' nationwide network of libraries serving the blind and others with disabilities. Locally, South Carolina's Pioneers maintain and repair all of the State Library's talking book playback equipment and have had a very long history of service to the State Library. Formerly housed for decades in a Bell South repair facility, the Pioneer's repair shop was relocated to the State Library in FY03—an arrangement that has allowed the library to establish an even more productive relationship with the group. In FY03, the Pioneers repaired more than 926 cassette players. Thanks to the dedicated work of this group of volunteers, no South Carolina talking book reader has ever been placed on a waiting list to receive free, unlimited loan of a talking book machine.

As an adjunct to the volunteer program, the State Library receives generous assistance from stakeholders who serve as members of boards, committees and advisory councils. Some represent consumer groups such as the American Council of the Blind of South Carolina, but all aid in the development of policies and services.

Strategic Goal E: "Continuously improve State Library operations and services."

Customer Needs Assessment

The agency periodically conducts formal user satisfaction surveys and gathers information from a variety of sources to determine customer, stakeholder, and public concerns. During FY03, the agency communicated with its key customers through a variety of methods, such as newsletters, meetings, electronic and traditional means of correspondence and direct contact. Advisory committees provide feedback on programs and services such as Talking Book Services and the DISCUS program. The agency sponsored organized "information exchanges" that provided opportunities for public library staff to discuss and share common management, customer service, program and policy issues and practices. Topics included information services, public relations and marketing, library technical services, systems management, children and youth services and interlibrary loan.

Results from evaluations are analyzed and evaluated to determine the usefulness and effectiveness of the State Library's programs and services. The potential impact is addressed in the development and monitoring of the strategic plan and the annual business plan.

Data resulting from needs assessments and programmatically directed surveys of the agency's key customers are compiled and statistically reported. Participants in programs are asked to provide written evaluations, which are used to determine satisfaction, dissatisfaction, and what learning transpired as a result of participation in the program. During FY 03, surveys, such as the DISCUS Assessment Survey, were used to evaluate satisfaction with DISCUS databases and determine priorities for future additions. A technology survey solicited feedback on the perceived and actual technology needs, as determined by public library directors, for South Carolina's public libraries. Data such as the availability of technical support for the libraries (through on-site staff, county government information technology departments, or paid consultants) were obtained. Additionally, a public library staffing and retirement survey was conducted to begin to address the impending loss of both MLS and non-MLS staff members in the field of public librarianship in South Carolina.   It examined the numbers of those planning to retire in 1-2, 3-5, and 6-10 years respectively. Findings indicated that approximately 33% of public library directors will retire in the next 3-10 years and approximately 44% of MLS department directors/program mangers/supervisors will retire in the next 10 years.

The results of surveys of this type are used by the Management Team and the Library Development Services staff to assist public libraries in planning for technology, targeting federal LSTA funds for automation improvements, and for support of the agency's statewide technology assistance grant application to the Bill and Melinda Gates Foundation.

III. SOUTH CAROLINA STATE LIBRARY PUBLICATIONS, 2002-2003

Annual Accountability Report, 2001-2002. 2002. 45p.

Annual Report, 2001-2002. 2002. 58p.

Books Ahoy! Summer Vacation Reading Program Handbook. 2003. 164p.

Essential Facts for the New South Carolina Public Library Trustee. 2002. Unpaged.

Library Services and Technology Act (LSTA) 5-year Plan, 2003-2007. 2003. 25p.

Library Services and Technology Act (LSTA) PL 104-208: Information and Guidelines, 2002-2003. 2002. 47p.

News about Talking Book Services.   V. 28, no. 1—v.28, no. 2   (Spring/Summer 2002—Autumn 2002). Quarterly.

News for South Carolina Libraries.   V. 34, no. 4—v. 35, no. 3 (July/August 2002—May/June 2003). Bimonthly.

100 Picture Books for Preschool Children. 2002. 1 sheet.

South Carolina Public Library Annual Statistical Summary, FY 02. 2003. 66p.

Survey of Services to Children in South Carolina Public Libraries: Summary Report. 2002. 30p.

*Available online at the South Carolina State Library web site: www.state.sc.us/scsl

IV. STATISTICAL SUMMARY -- FY 2003

UNITS OF SERVICE (S.C. State Library)

Circulation/In-House Use

State Government	44,817
Libraries	31,858
Talking Book Services	251,770
Visitors	44,736

Electronic Usage   1,923,781

Information Transactions

General Reference	15,408
Talking Book Services	18,048

Training

Number of Individuals	1,689
Number of Programs	146

Registered Borrowers

State Government	5,816
Libraries	298
Persons with disabilities	7,632

Consultations and Marketing

Consultations	5,585
Marketing Events	88

TOTAL YTD	**2,521,645**

DISCUS USAGE – (Statewide)

Items Retrieved	5,488,333

TOTAL YTD	**8,009,978**

RESOURCES AVAILABLE (S.C. State Library)

General Collections

Items added	22,561
Total	1,325,190

Talking Book Services

Items added	24,773
Total	359,159

TOTAL YTD	**1,684,349**

V. LSTA IN SOUTH CAROLINA – FY 03

The South Carolina State Library administers federal aid to South Carolina libraries under the Library Services and Technology Act (LSTA -- P.L. 104-208). Unless otherwise indicated, county names represent county libraries receiving LSTA federal funds for project areas described.

Project IIA - Public Library Automation—to assist public libraries with meeting the informational needs of their citizens by acquiring, or sharing, computer systems and telecommunications technologies.
- Abbeville $ 75,323
- Chesterfield $ 14,690
- Florence $ 100,000
- Greenville $ 20,000
- Kershaw $ 67,285
- Lancaster $ 24,682
- Orangeburg $ 61,092
- Richland $ 20,000
- York $ 79,000

Project IIB - Public Library Support – To meet the library and information needs of all South Carolinians, especially those with special needs.
- Abbeville $ 15,000
- Berkeley $ 50,000
- Friends of SC Libraries $ 2,500
- Greenville $ 2,300
- SC Humanities Council $ 49,500

Project IIBC – Children's and Youth Services - To meet the library and information needs of South Carolina's children and young adults, especially those with special needs.
- Laurens $ 11,500
- Georgetown $ 11,860
- Horry $ 12,700
- York $ 10,000

Project IID – Countywide Access - To meet the library and information needs of all South Carolinians, especially those with special needs, by targeting library and information services to person having difficulty using the library and to underserved urban and rural communities.
- Anderson $ 32,000
- Fairfield $ 16,000
- Sumter $ 25,000

Project IIIA – (Continuing Education) Statewide Staff Development & Training – To improve library services to all South Carolinians through training of library personnel, public library trustees and friends of the library organizations.

- Abbeville $ 3,000
- ABBE $ 528
- Berkeley $ 845
- Charleston $ 630
- College of Charleston $ 500
- Colleton $ 802
- Georgetown $ 2,600
- Greenwood $ 500
- Greenville $ 842
- Greenville $ 687
- Lancaster $ 708
- Lexington $ 840
- Saluda $ 2,975
- Union $ 2,975

Project IE – Access to Special Collections – To promote increased information sharing through access to local interest information through digitization of unique documents in cooperation with the South Carolina Department of Archives and History and other South Carolina cultural and historical organizations, which house unique collections.

- PASCAL $ 20,000 *
- SCDHA $ 4,460 **

*Partnership Among South Carolina Academic Libraries
**SC Department of Archives & History

VI. FINANCIAL STATEMENT – FY 03

SC STATE LIBRARY FY 2003 EXPENDITURES
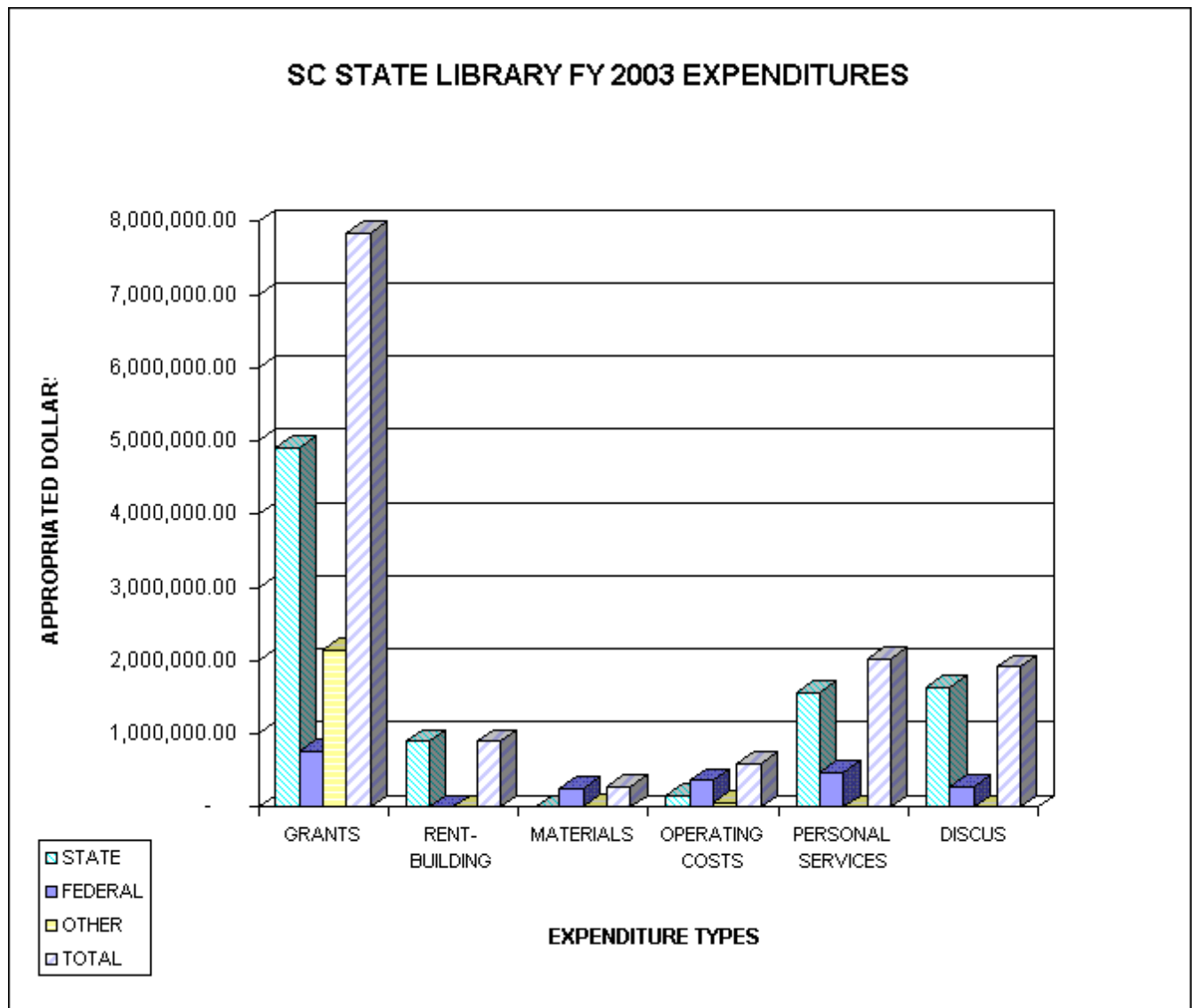
EXPENDITURES	STATE	FEDERAL	OTHER	TOTAL
GRANTS	$ 4,920,331	$ 772,356	$ 2,142,179	$ 7,834,866
RENT-BUILDING	896,778	-	-	896,778
MATERIALS	-	260,015	20,204	280,219
OPERATING COSTS	161,923	363,058	58,608	583,589
PERSONAL SERVICES	1,569,544	462,686	-	2,032,230
DISCUS	1,633,000	280,845	-	1,913,845
TOTAL	**$ 9,181,576**	**$ 2,138,960**	**$ 2,220,991**	**$ 13,541,527**

APPENDICES

Appendix I. Library Directories

Appendix II: Library Statistics, 2002-2003

A. PUBLIC LIBRARY BOARD CHAIRMEN

LIBRARYBOARD CHAIR

Abbeville County	Shirley Emden 209 Marshall Avenue Abbeville SC 29620-2404
Abbeville-Greenwood Regional Library	Flo LeRoy 140 Savannah Street Calhoun Falls, SC 29628
Aiken-Bamberg-Barnwell-Edgefield Reg. Library	Mim Woodring 800 Dunbarton Drive N. Augusta SC 29861
Aiken County Library	Mim Woodring 800 Dunbarton Drive N. Augusta SC 29861
Allendale-Hampton-Jasper Regional Library	Suzanne Goodson 493 Concord Church Road Ulmer SC 29849
Allendale County Library	Mrs. Ernie Stevenson 454 Main Street Allendale SC 29810
Anderson County Library	Fran Shirley 305 E. View Drive Pendleton SC 29670
Bamberg County Library	Ernestine Steedly 9375 Hunters Chapel Road Bamberg SC 29003
Barnwell County Library	Terri Smith P.O. Box 468 Barnwell SC 29812
Beaufort County Library	Theresa Dunn 19 Herring Gull Lane Hilton Head Island SC 29926

Berkeley County Library   Tom Ryan
                                           120 Library Street
                                           Moncks Corner SC 29461

Calhoun County Library   Ann K. Thornton
                                           411 Harry C. Raysor Drive
                                           St. Matthews SC 29135

          LIBRARY   **BOARD CHAIR**

Chapin Memorial Library   Peggy Bellamy
                                           3920 Camelia Drive
                                           Myrtle Beach SC 29577

Charleston County Library   Judith D. Epps
                                           5273 Lancaster Street
                                           North Charleston SC 29412

Cherokee County Public Library   Bright Parker
                                           1010 S Petty Street
                                           Gaffney SC 29340

Chester County Library   Rick Wessinger
                                           825 Quail Hollow
                                           Chester SC 29706

Chesterfield County Library   Gail Ingam
                                           144 McIver Street
                                           Cheraw SC 29520

Clarendon County Library   Barbara Jenkins
                                           P.O. Box 165
                                           Manning SC 29102

Colleton County Memorial Library   Jane McT. Brown
                                           102 Silverhill Road
                                           Walterboro SC 29488-4017

Darlington County Library   Gordon Brown
                                           P.O. Box 6
                                           Lamar SC 29069-0362

Dillon County Library   William C. Lee
                                           P.O. Box 128
                                           Hamer SC 29547

Dorchester County Library   James Neal
                                                 116 Delaney Court
                                                 Summerville SC 29485

Edgefield County Library   Ann Day
                                                 529 Hwy. 121
                                                 Johnston SC 29832

Fairfield County Library   Clyde T. McCants
                                                 120 Walnut Street
                                                 Winnsboro SC 29180

Florence County Library   Julia Mims
                                                 200 Dogwood Lane
                                                 Lake City SC 29560

LIBRARY   **BOARD CHAIR**

Georgetown County Library   John Goodman
                                                 89 Cameron Ct.
                                                 Pawleys Island SC 29585-7352

Greenville County Library   J. David Sudduth
                                                 26 McPherson Lane
                                                 Greenville SC 29605-1714

Greenwood County Library   Sara Smith
                                                 110 Barrington Ct.
                                                 Greenwood SC 29649

Hampton County Library   Ernie Stevenson
                                                 545 Main Street
                                                 Allendale SC 29810

Horry County Memorial Library   Melissa J. Turbeville
                                                 104 Woodland Street
                                                 Conway SC 29526

Jasper County Library   Sue Coulter
                                                 P.O. Box 644
                                                 Hardeeville SC 29927

Kershaw County Library   Allen Roberts
                                                 1811 Lyttleton Street

Camden SC 29020

Lancaster County Library

Edward R. Khoury
1408 Crestfield Drive
Lancaster SC 29720

Laurens County Library

Georgia B. Thomason
405 S. Broad Street
Clinton SC 29325

Lee County Public Library

Elizabeth Kerr
501 N. Western Drive
Bishopville SC 29010

Lexington County Public Library

Fremont Huggins
108 Huggins Street
Lexington SC 29073

McCormick County Library

Verda Musier
Rt. 2, Box 60
Plum Branch SC 29845

Marion County Library

H. Paul Dove
P.O. Box 70
Marion SC 29571

LIBRARY	**BOARD CHAIR**

Marlboro County Public Library

Mary E. Gibson
2641 Hwy. 177
Wallace SC 29596

Newberry County Library

Shirley Suber
628 Apple Lane
Newberry SC 29108

Oconee County Library

Emily Hunt
305 S. Fairplay Street
Seneca SC 29678

Orangeburg County Library

Valeria H. Staley
1756 Belleville Road
Orangeburg SC 29115

Pickens County Library

John McKenzie

1700 Belle Shoals Road
Pickens SC 29671

Richland County Public Library   Nobel P. Cooper, Jr.
734 Kinlock Court
Columbia SC 29223

Saluda County Library   Linda Gibson
1632 Hollywood Road
Saluda SC 29138

Spartanburg County Public Library   Richard Wheeler
P.O. Box 2127
Spartanburg SC 29304

Sumter County Library   Jess Begley
980 Oak Brook Blvd.
Sumter SC 29150

Union County Carnegie Library   Tammy Fisher
300 N Mountain Street
Union SC 29379

Williamsburg County Library   Lucretia Pressley
367 Nesmith Corner
Nesmith SC 29580

York County Library   Frank Gadsden
202 Pressley Street
Clover SC 29710

B. SOUTH CAROLINA PUBLIC LIBRARIES

LIBRARY	CHIEF LIBRARIAN	PHONE NUMBER
Abbeville County Library 201 South Main Street Abbeville SC 29620	Mary Elizabeth Land	(864) 459-4009 (864) 459-4009 (Fax)
Aiken-Bamberg-Barnwell-Edgefield Reg. Library 314 Chesterfield Street, Southwest Aiken, SC 29801-7171	Mary Jo Dawson Director	(803) 642-7575 (803) 642-7570 (Fax)
Allendale-Hampton-Jasper Regional Library 158 McNair Street Post Office Drawer 280 Allendale, SC 29810	Betty Anne Todd	(803) 584-3513 (803) 584-8134 (Fax)
Anderson County Library Post Office Box 4047 300 North McDuffie Street Anderson, SC 29622-4047	Carl Stone	(864) 260-4500 (864) 260-4510 (Fax)
Beaufort County Library 311 Scott Street Beaufort, SC 29902-5591	Julie Zachowski	(843) 525-4000 (843) 525-4055 (Fax)
Berkeley County Library 100 Library Street Moncks Corner, SC 29461-2326	Colleen Kelley	(843) 719-4223 (843) 719-4732 (Fax)
Calhoun County Library 205 North Harry C. Raysor Drive St. Matthews, SC 29135-1261	Miriam Cason Acting Director	(803) 874-3389 (803) 874-4154 (Fax)
Charleston County Library 68 Calhoun Street Charleston, SC 29401	Jan Buvinger	(843) 805-6801 (843) 727-3741 (Fax)
Cherokee County Library 300 East Rutledge Avenue Gaffney, SC 29340-2299	Anne Moseley	(864) 487-2711 (864) 487-2752 (Fax)
Chester County Library 100 Center Street Chester, SC 29706-0703	Ann Ramsey	(803) 377-8145 (803) 377-8146 (Fax)
Chesterfield County Library 119 West Main Street Chesterfield, SC 29709-1512	Myrtis Burr Interim Director	(843) 623-7489 (843) 623-3295 (Fax)
Harvin Clarendon County Library 215 North Brooks Street Manning, SC 29102-3209	Marilyn Tsirigotis	(803) 435-8633 (803) 435-8101 (Fax)

LIBRARY	CHIEF LIBRARIAN	PHONE NUMBER
Colleton County Library 600 Hampton Street Walterboro, SC 29488-4098	Sylvia Rowland	(843) 549-5621 (843) 549-5122 (Fax)
Darlington County Library 204 North Main Street Darlington, SC 29532-2622	Sue Rainey	(843) 398-4940 (843) 398-4942 (Fax)
Dillon County Library 600 E. Main Street Dillon SC 29536	Yolanda McCormick	(843) 774-0330 (843) 774-0733 (Fax)
Dorchester County Library 506 North Parler Avenue St. George, SC 29477-2230	Angus "Mickey" Prim	(843) 563-9189 (843) 563-7823 (Fax)
Fairfield County Library 300 Washington Street Winnsboro, SC 29180-1399	Sarah D. McMaster	(803) 635-4971 (803) 635-7715 (Fax)
Florence County Library 319 South Irby Street Florence, SC 29501	George Hobeika	(843) 662-8424 (843) 661-7544 (Fax)
Georgetown County Library 405 Cleland Street Georgetown, SC 29440	Dwight McInvaill	(843) 546-2521 (843) 545-3395 (Fax)
Greenville County Library 25 Heritage Green Place Greenville, SC 29601	Beverly A. James	(864) 242-5000 (864) 235-8375 (Fax)
Greenwood County Library 106 North Main Street Greenwood, SC 29646-2240	Prudence Taylor	(864) 941-4650 (864) 941-4651 (Fax)
Horry County Library 1008 Fifth Avenue Conway, SC 29526-4354	John R. Gaumer	(843) 248-1543 (843) 248-1548 (Fax)
Kershaw County Library 1304 Broad Street Camden, SC 29020-3595	Penny Harvey	(803) 425-1508 (803) 425-7180 (Fax)
Lancaster County Library 313 South White Street Lancaster, SC 29720-2506	Richard Band	(803) 285-1502 (803) 285-6004 (Fax)
Laurens County Library 1017 West Main Street Laurens, SC 29360-2647	William C. Cooper	(864) 984-0596 (864) 984-0598 (Fax)

LIBRARY	CHIEF LIBRARIAN	PHONE NUMBER
Lee County Library 102 North Main Street Bishopville, SC 29010-1414	Dawn Ellen	(803) 484-5921 (803) 484-4177 (Fax)
Lexington County Public Library 5440 Augusta Road Lexington SC 29072	Dan MacNeill	(803) 808-2600 (803) 808-2601 (Fax)
McCormick County Library P.O. Box 1899 212 Pine Street McCormick, SC 29835-1806	Dianne S. Purdy	(864) 465-2821 (864) 465-2821 (Fax)
Marion County Library 101 East Court Street Marion, SC 29571-3699	Salley B. Davidson	(843) 423-8300 (843) 423-8302 (Fax)
Marlboro County Library 200 John Corry Road Bennettsville, SC 29512	Sharon Rowe	(843) 479-5630 (843) 479-5645 (Fax)
Newberry County Library 1300 Friend Street Newberry, SC 29108-3400	Tucker Taylor	(803) 276-0854 (803) 276-7478 (Fax)
Oconee County Library 501 West South Broad Street Walhalla, SC 29691-2105	Martha B. Baily Director	(864) 638-4133 (864) 638-4132 (Fax)
Orangeburg County Library Post Office Box 1367 Orangeburg, SC 29116-1367	Paula Paul	(803) 531-4636 (803) 533-5860 (Fax)
Pickens County Library 110 West First Avenue Easley, SC 29640-2998	Marguerite Keenan	(864) 850-7077 (864) 850-7088 (Fax)
Richland County Public Library 1431 Assembly Street Columbia, SC 29201-3101	David Warren	(803) 799-9084 (803) 929-3438 (Fax)
Saluda County Library 101 South Main Street Saluda SC 29138	Jamie Hansen	(864) 445-2267 (864) 445-2725 (Fax)
Spartanburg County Library 151 South Church Street Spartanburg, SC 29306	Todd Stephens	(864) 596-3507 (864) 596-3518 (Fax)

LIBRARY	CHIEF LIBRARIAN	PHONE NUMBER
Sumter County Library 111 North Harvin Street Sumter, SC 29150-4688	Faith A. Line	(803) 773-7273 (803) 773-4875 (Fax)
Union County Library 300 East South Street Union, SC 29379-2322	Sharon Rupp	(864) 427-7140 (864) 427-5155 (Fax) (County Offices)
Williamsburg County Library 215 N Jackson Street Kingstree, SC 29556-3423	Mrs. Norris Wooton	(843) 355-9486 (843) 355-9991 (Fax)
York County Library Post Office Box 10032 138 East Black Street (David's Direct Rock Hill, SC 29731-0032	Mr. David A. Lyon, IV	(803) 981-5858 (803) 981-5866 (Fax) (803) 981-5833 Line)
Chapin Memorial Library 400 14th Avenue North Myrtle Beach, SC 29577-3612	Catherine Wiggins	(843) 918-1275 (843) 918-1288 (Fax)

C. SOUTH CAROLINA COLLEGES AND UNIVERSITIES

NAME OF INSTITUTION	CHIEF LIBRARIAN	PHONE NUMBER

SENIOR COLLEGES

Allen University
J.S. Flipper Library
1530 Harden Street
Columbia, SC 29204
 — Florence D. Mays — (803) 376-5755 / (803) 376-5731 (Fax)

NAME OF INSTITUTION	CHIEF LIBRARIAN	PHONE NUMBER
Allen University J.S. Flipper Library 1530 Harden Street Columbia, SC 29204	Florence D. Mays	(803) 376-5755 (803) 376-5731 (Fax)
Anderson College Johnston Memorial Library 316 Boulevard Anderson, SC 29621	Kent Millwood	(864) 231-2049 (864) 231-2191 (Fax)
Benedict College 1600 Harden Street Columbia, SC 29204	Darlene Zinnerman-Bethea	(803) 253-5181 (803) 748-7539 (Fax)
Bob Jones University J.S. Mack Library 1700 Wade Hampton Blvd. Greenville, SC 29614	Joseph L. Allen, Sr.	(864) 370-1800 ext. 6010 (864) 232-1729 (Fax)
Charleston Southern University L. Mendel Rivers Library POB 118087, 9200 University Blvd. Charleston, SC 29423-8087	Dr. Enid R. Causey	(843) 863-7940 (843) 863-7947 (Fax)
The Citadel Daniel Library 171 Moultrie Street Charleston, SC 29409	LTC Angie Le Clercq	(843) 953-1267 (843) 953-5190 (Fax)
Claflin College College Avenue Orangeburg, SC 29115	Marilyn Pringle	(803) 534-2710 (803) 535-5091
Clemson University Robert Muldrow Cooper Library Box 343001 Clemson, SC 29634-3001	Joseph F. Boykin, Jr.	(864) 656-3026 (864) 656-0758 (Fax)
Coastal Carolina University Post Office Box 261954 Conway, SC 29528-6054	Dr. Lynne Smith	(843) 349-2401 (843) 349-2491 (Fax)
Coker College James Lide Coker III Memorial Library 300 E College Avenue Hartsville, SC 29550	Dr. David Eubanks	(843) 383-8125 (843) 383-8129 (Fax)

NAME OF INSTITUTION   CHIEF LIBRARIAN   PHONE NUMBER

<u>**SENIOR COLLEGES (cont'd.)**</u>

College of Charleston Robert Scott Small Library 66 George Street Charleston, SC 29424	Dr. David Cohen	(843) 953-5530 (843) 953-8019 (Fax)
Columbia College J. Drake Edens Library 1301 Columbia College Drive Columbia, SC 29203	John C. Pritchett	(803) 786-3701 (803) 786-3700 (Fax)
Columbia International University P.O. Box 3122 7435 Monticello Road Columbia, SC 29203	JoAnn Rhodes	(803) 754-4100 ext 3101 (803) 786-4209 (Fax)
Converse College Mickel Library 580 East Main Street Spartanburg, SC 29302-0006	Wade Woodward	(864) 596-9071 (864) 596-9075 (Fax)
Erskine College-Theological Seminary McCain Library 1 Depot Street Due West, SC 29639	John Kennerly	(864) 379-8898 (864) 379-2900 (Fax)
Frances Marion University James A. Rogers Library Post Office Box 100547 Florence, SC 29501-0547	H. Paul Dove, Jr.	(843) 661-1300 (843) 661-1309 (Fax)
Furman University James Buchanan Duke Library 3300 Poinsett Highway Greenville, SC 29613-4100	Dr. Janis Bandelin	(864) 294-2190 (864) 294-3004 (Fax)
Lander University Larry A. Jackson Library Stanley Avenue Greenwood, SC 29649	Ann T. Hare	(864) 388-8365 (864) 388-8816 (Fax)
Limestone College A. J. Eastwood Library 1115 College Drive Gaffney, SC 29340	Carolyn Hayward	(864) 488-4610 (864) 488-4613 (Fax)
Lutheran Theological Southern Seminary Lineberger Memorial Library 4201 North Main Street Columbia, SC 29203	Dr. Lynn A. Feider	(803) 461-3220 (803) 461-3278 (Fax)

NAME OF INSTITUTION   CHIEF LIBRARIAN   PHONE NUMBER

SENIOR COLLEGES (cont'd.)

Medical University of South Carolina 171 Ashley Avenue,. Suite 300 P.O. Box 250403 Charleston, SC 29425-3001	Dr. Thomas G. Basler	(843) 792-9211 (843) 792-4900 (Fax)
Morris College Pinson Memorial Library 100 W. College Street Sumter, SC 29150-3599	Margaret N. Mukooza	(803) 934-3230 (803) 773-3687 (Fax)
Newberry College Wessels Library 2100 College Street Newberry, SC 29108	Lawrence E. Ellis	(803) 321-5229 (803) 321-5232 (Fax)
North Greenville College Hester Memorial Library Donnan Boulevard, P.O. Box 1892 Tigerville, SC 29688	Jonathan Bradsher	(864) 977-7091 (864) 977-2126
Presbyterian College James H. Thomason Library 211 E. Maple Street Clinton, SC 29325-2996	Dr. Bud Warner Interim Library Dir.	(864) 833-7028 (864) 833-8315 (Fax)
South Carolina State University Miller F. Whittaker Library Post Office Box 7491, 300 College St., N.E. Orangeburg, SC 29117-0001	Mary L. Smalls	(803) 536-8638 (803) 536-8902 (Fax)
Southern Methodist College Lynn Corbett Library POB 1027, 541 Broughton Street Orangeburg, SC 29115	Sarah Rapenski	(803) 268-1337 (803) 534-7827
Southern Wesleyan University Rickman Library P.O. Box 1020 Central, SC 29630-1020	Robert E. Sears	(864) 644-5060 (864) 644-5900 (Fax)
University of South Carolina Thomas Cooper Library 1322 Green Street Columbia, SC 29208	Paul A. Willis Vice-Provost & Dean	(803) 777-6212 (803) 777-8057 (Fax)
University of South Carolina Law Library Coleman Karesh Law Library Main & Green Streets Columbia, SC 29208	Steven D. Hinckley	(803) 777-3368 (803) 777-9405 (Fax)

NAME OF INSTITUTION	CHIEF LIBRARIAN	PHONE NUMBER

**University of South Carolina
School of Medicine**
Columbia, SC 29208

Ruth A. Riley

(803) 733-3344
(803) 733-1509 (Fax)

University of South Carolina at Aiken
471 University Parkway, Box 37
Aiken, SC 29801

Jane H. Tuten

(803) 641-3460
(803) 641-3302 (Fax)

**University of South Carolina
   at Spartanburg**
800 University Way
Spartanburg, SC 29303

Frieda P. Davison

(864) 503-5620
(864) 503-5601 (Fax)

Voorhees College
Elizabeth E. Wright/John F. Pott Library
5480 Voorhees Road
Denmark, SC 29042

Marie S. Martin

(803) 703-7095 ext 7262
(803) 793-0471 (Fax)

Winthrop University
Dacus Library
810 Oakland Avenue
Rock Hill, SC 29733

Mark Y. Herring

(803) 323-2232
(803) 323-2215 (Fax)

Wofford College
Sandor Teszler Library
429 N. Church Street
Spartanburg, SC 29303-3663

Oakley H. Coburn

(864) 597-4300
(864) 597-4329 (Fax)

JUNIOR COLLEGES

Clinton College
Fisher Memorial Library
1029 Crawford Road
Rock Hill, SC 29730-5152

Dr. Cynthia P. Roddey

(803) 327-7402 ext 28
(803) 327-3261 (Fax)

Spartanburg Methodist College
1200 Textile Drive
Spartanburg, SC 29301

James Haller

(803) 587-4213

University of South Carolina at Beaufort
801 Carteret Street
Beaufort, SC 29902-4602

Ellen Chamberlain

(843) 521-4121
(843) 521-4198 (Fax)

University of South Carolina at Lancaster
Medford Library
Post Office Box 889
Lancaster, SC 29721

Shari L. Eliades

(803) 313-7062
(803) 313-7107 (Fax)

NAME OF INSTITUTION	CHIEF LIBRARIAN	PHONE NUMBER

**University of South Carolina
    at Salkehatchie**
Post Office Box 617, 1102 Brandt Blvd.
Allendale, SC 29810

Sherrill Pinckney

(803) 584-3446, ext. 153
(803) 584-5038 (Fax)

University of South Carolina at Sumter
200 Miller Road
Sumter, SC 29150-2498

Jane Ferguson

(803) 938-3736
(803) 938-3811 (Fax)

University of South Carolina at Union
Post Office Drawer 729, 309 E Academy Street
Union, SC 29379

Licia Duncan

(864) 429-8728
(864) 427-3682 (Fax)

TECHNICAL COLLEGES

Aiken Technical College
Post Office Drawer 696
Aiken, SC 29802-0696

Amy Duernberger

(803) 593-9954 ext. 1312
(803) 593-2169 (Fax)

Central Carolina Technical College
506 N Guignard Drive
Sumter, SC 29150-2499

Chris Burkett

(803) 778-6647
(803) 778-7889 (Fax)

Denmark Technical College
Learning Resource Center
Post Office Box 327, Solomon Blatt Blvd.
Denmark, SC 29042-0327

Carolyn F. Amos

(803) 793-5213
(803) 793-5942 (Fax)

Florence-Darlington Technical College
Post Office Box 100548
Florence, SC 29501-0548

Jeronell W. Bradley

(843) 661-8032
(843) 661-8266 (Fax)

Greenville Technical College
POB 5616, 506 S Pleasantburg Drive
Greenville, SC 29607

Dr. L. Gene Elliott

(864) 250-8411
(864) 250-8506 (Fax)

Horry-Georgetown Technical College
2050 Highway 501 East
P.O. Box 261966
Conway, SC 29528-6066

Peggy Smith

(843) 349-5269
(843) 347-0552 (Fax)

Midlands Technical College
Post Office Box 2408
Columbia, SC 29202

Susan Payne

(803) 822-3419
(803) 822-3061 (Fax)

Northeastern Technical College
PO Drawer 1007, 1201 Chesterfield Hwy.
Cheraw, SC 29520-1007

Esther Brunson

(843) 921-6954
(843) 537-6148 (Fax)

NAME OF INSTITUTION	CHIEF LIBRARIAN	PHONE NUMBER

TECHNICAL COLLEGES (cont'd.)

NAME OF INSTITUTION	CHIEF LIBRARIAN	PHONE NUMBER
Orangeburg-Calhoun Technical College 3250 St. Matthews Road, Northeast Orangeburg, SC 29118	Jennie M. Redmond	(803) 535-1255 (803) 535-1388 (Fax)
Piedmont Technical College PO Drawer 1467, S Emerald Road Greenwood, SC 29648	Ruth B. Nicholson	(864) 941-8440 (864) 941-8558 (Fax)
Spartanburg Technical College I-85 & New Cut Rd., P.O. Box 4386 Spartanburg, SC 29305	Margaret Green	(864) 591-3761 (864) 591-3762 (Fax)
Technical College of the Lowcountry Post Office Box 1288 921 Ribaut Road Beaufort, SC 29901-1288	Richard Shaw	(843) 525-8304 (843) 525-8346 (Fax)
Tri-County Technical College Post Office Box 587, Hwy 76 Pendleton, SC 29670	Caroline Mills	(864) 646-1753 ext 2254 (864) 646-1895 (Fax)
Trident Technical College (Berkeley, Main, and Palmer Campus) 7000 Rivers Avenue Charleston, SC 29406-4607	Drucilla Gullion	(843) 574-6088 (843) 574-6484 (Fax)
Williamsburg Technical College 601 MLK Jr. Avenue Kingstree, SC 29556	Demetra Walker	(843) 355-4131 (843) 355-4291 (Fax)
York Technical College 452 South Anderson Road Rock Hill, SC 29730	Kristine M. Jones Acting Director	(803) 981-7075 (803) 327-4535 (Fax)

D. LIBRARIES IN STATE INSTITUTIONS

INSTITUTION	LIBRARIAN	PHONE NUMBER
Birchwood School 5000 Broad River Road Columbia, SC 29212	Carole Ann Richardson	(803) 896-9264 (803) 896-9276
Bryan Psychiatric Hospital 220 Faison Drive Columbia, SC 29203-3210	Dr. Kay J. McCrary	(803) 935-5395 (803) 935-7110 (Fax)
Crafts-Farrow State Hospital P.O. Box 119 Columbia, SC 29203-0119	Vesta Baughman	(803) 935-7721
Department of Corrections Palmetto Unified School District #1 Libraries Post Office Box 21787 4444 Broad River Road Columbia, SC 29210-4000	Daisy L. Lindler	(803) 896-1567 (803) 896-1513 (Fax)
Horger Library, State Hospital Post Office Box 119 2100 Bull Street Columbia, SC 29202-0119	Theodora Richardson	(803) 734-6767
John de la Howe School Route 1, Box 154 Highway 81 McCormick, SC 29835-9721	Elaine Buist	(864) 391-2131 Ext. 160 (864) 391-2135
Midlands Center 8301 Farrow Road Columbia, SC 29203-3294	Dr. John Isaac	(803) 935-7500
Morris Village 610 Faison Drive Columbia, SC 29203-3218	Rebecca Outlaw	(803) 935-7762
Patrick B. Harris Psychiatric Hospital Post Office Box 2907, 130 Hwy. 252 Anderson, SC 29622-2907	Mary Kay Crocker	(864) 231-2677 (864) 224-5763 (Fax)
Pee Dee Regional Center Post Office Box 3209 714 National Cemetary Road Florence, SC 29502-3209	Dollie Cummings	(843) 664-2694 (843) 664-2656 (Fax)

INSTITUTION	LIBRARIAN	PHONE NUMBER
SC School for the Deaf and the Blind 355 Cedar Springs Road Spartanburg, SC 29302-4699	John D. Todd	(864) 577-7640 (864) 577-7649
Whitten Center Post Office Box 239 U.S. Highway 76, East Clinton, SC 29325	Nancy Wells	(864) 938-3331 Ext. 362 (864) 938-3179
Wil Lou Gray Opportunity School 3300 West Campus Road West Columbia, SC 29170-2195	Peggy Williamson	(803) 896-6474 Ext. 57 (803) 896-6490
Willow Lane School 4650 Broad River Road Columbia, SC 29210-4090	Ronnie Corn	(803) 896-9251 (803) 896-9494

APPENDIX II. LIBRARY STATISTICS

A. PUBLIC LIBRARY STATISTICS

LIBRARIES AND LIBRARIANS

	2001-2002	2002-2003
No. Regional Libraries	2	2
No. Counties in Regions	7	7
No. County Libraries	37	39
No. Municipal Libraries	1	1
No. of Counties with County-wide Service	46	46
No. Certified Librarians *	403	510

BOOKSTOCK, CIRCULATION, POPULATION

	2001-2002	2002-2003
Total Bookstock	8,378,807	8,557,363
Per Capita Bookstock	2.09	2.13
Total Circulation	18,886,870	19,998,492
Per Capita Circulation	4.71	4.98
Population (2000 Census)	4,012,012	4,012,012
With Public Library Service	4,012,012	4,012,012

PUBLIC LIBRARY INCOME

	2001-2002	2002-2003
Library Operating Income:		
State Funds		
State Aid ***	$5,852,292	$4,920,331
Per Capita	$1.46	$1.23
Lottery Funds ***		$1,500,000
Per Capita		$0.37
Counties Participating	46	46
Other	$120,313	$37,929
Local Income:		
Total	$72,939,086	$77,250,644
Per Capita	$18.18	$19.25
Federal Funds: LSTA**	$602,851	$728,237
Other	$17,151	$138,468
Total Public Library Income:		
All Sources	$79,531,693	$84,605,459
Per Capita	$19.82	$21.09

*   Total Librarians holding current certificates as of June 30.

**   The amount of LSTA reported received by libraries and the amount reported expended by the State
         Library may differ due to local accounting practices.
***   Per capita calculation based on the 2000 census.